

Arkansas Motor Vehicle Commission

COMPLAINT FILING PROCEDURES

Reference AMVC ACT and Rules Rule 2, 2.7 and 2.8.

HOW TO FILE A COMPLAINT:

1. Complaint form must be legibly written or typed. Complaint form must be dated and show return address on Complaint form. Complaint form must bear original signature of complainant and signature must be notarized.
2. Assertions and allegations must be clearly written. Explanations shall be fully detailed, beginning with initial transaction to present date. Complaint shall set forth specific grounds upon which the complaint is based. Referencing the AMVC ACT and Rule 2.
3. Copy all documentation, both front and back, cassette tape, cd's or VHS tape. Copies should be clean, clear and legible and in chronological sequence. Originals are not accepted and will be returned un-filed.
4. There are two types of complaints Advertising and Consumer. Forms may be obtained from the web site www.amvc.arkansas.gov.

UPON RECEIPT IN COMMISSION OFFICE:

1. Enter into Complaint process and assigned a complaint number.
2. Review of assertions and documentation provided and review of statutory authority.
3. If a possible violation has occurred, copy of complaint is forwarded to Licensee (Respondent) for response. The Licensee legally has ten (10) days to respond.
4. Licensee response received and reviewed with original complaint.
5. Statutory Authority again reviewed.
6. Licensee response forwarded to Complainant with ten (10) days for response.
7. Determination rendered. If a possible violation has occurred, mediation meeting set at Commission office and determination made. Either party may have ten (10) days to file a written appeal requesting a formal hearing before the full Commission.