

## 08 Submitting A Complaint

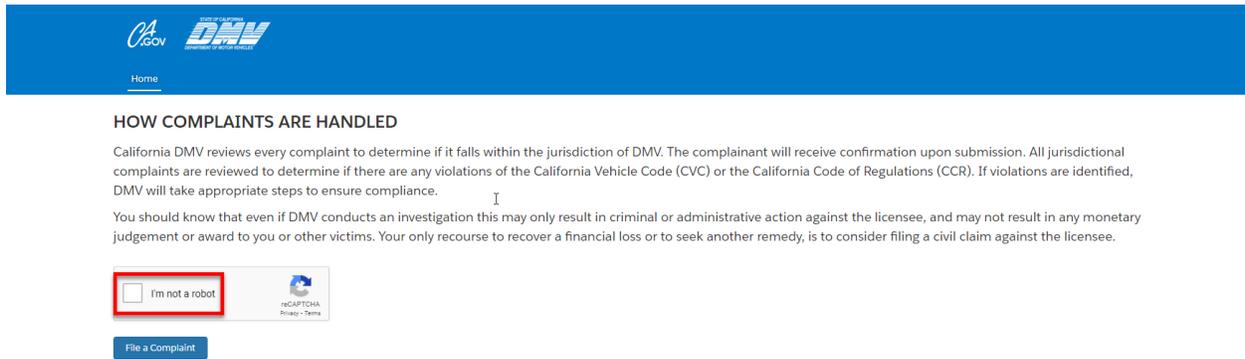
Complaints Page URL:

<https://digital.dmvonline.ca.gov/complaints>

***Before you begin:***

You are a member of the public and wish to lodge a complaint against an entity licensed by the DMV.

## Complaints Home Page is displayed



The screenshot shows the California DMV website's complaints page. At the top, there is a blue header with the CA.GOV logo and the DMV logo (Department of Motor Vehicles). Below the header, the text "Home" is visible. The main content area is titled "HOW COMPLAINTS ARE HANDLED" and contains two paragraphs of text explaining the complaint process. Below the text, there is a reCAPTCHA widget with a checkbox labeled "I'm not a robot" and a "File a Complaint" button.

CA.GOV

STATE OF CALIFORNIA  
**DMV**  
DEPARTMENT OF MOTOR VEHICLES

Home

### HOW COMPLAINTS ARE HANDLED

California DMV reviews every complaint to determine if it falls within the jurisdiction of DMV. The complainant will receive confirmation upon submission. All jurisdictional complaints are reviewed to determine if there are any violations of the California Vehicle Code (CVC) or the California Code of Regulations (CCR). If violations are identified, DMV will take appropriate steps to ensure compliance.

You should know that even if DMV conducts an investigation this may only result in criminal or administrative action against the licensee, and may not result in any monetary judgement or award to you or other victims. Your only recourse to recover a financial loss or to seek another remedy, is to consider filing a civil claim against the licensee.

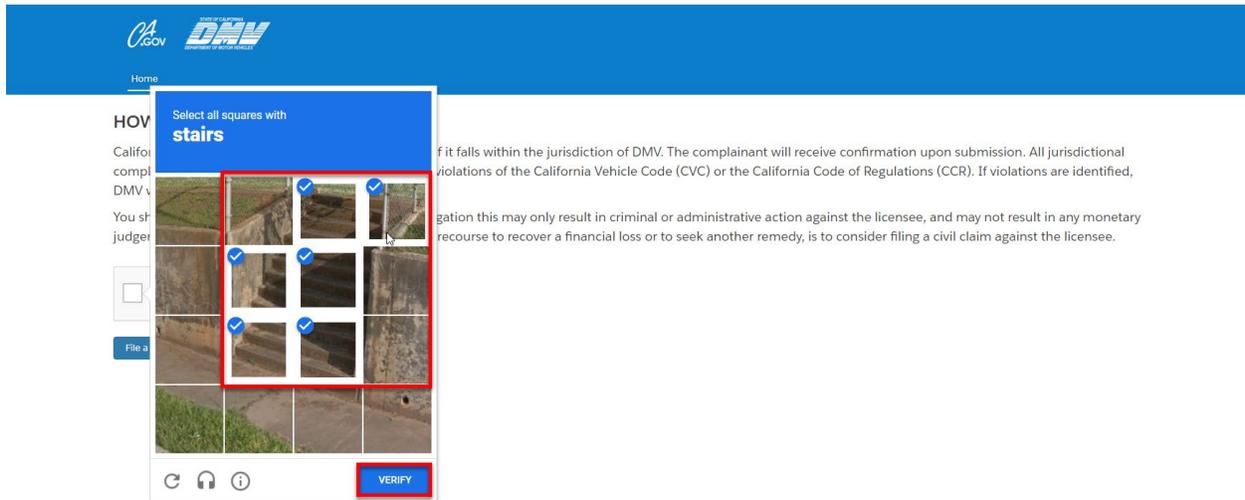
I'm not a robot

reCAPTCHA  
Privacy - Terms

File a Complaint

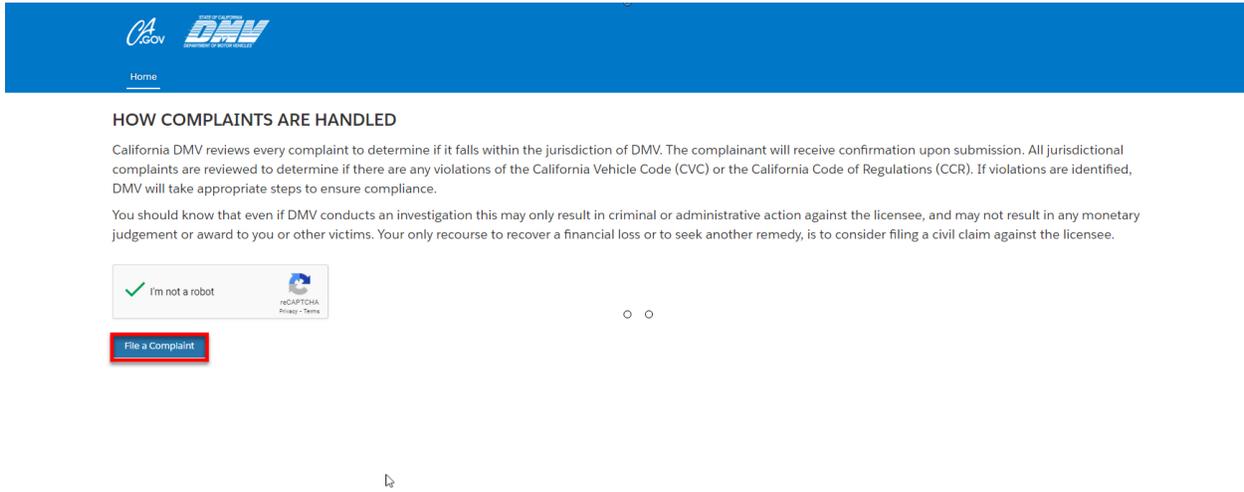
1. This is the main complaints page.
2. Complaints may be submitted by any member of the public; you are not required to be registered or logged in to submit a complaint.
3. Check the checkbox next to I'm not a robot

## ReCAPTCHA page is displayed



1. Before you begin you must solve a ReCAPTCHA to ensure that all complaints are coming from a real person and not an automated process.
2. Solve the puzzle and click the Verify button.

## Complaints Home Page is displayed



The screenshot shows the California DMV website's complaints page. At the top, there is a blue header with the CA.GOV logo and the DMV logo (Department of Motor Vehicles). Below the header, the word "Home" is underlined. The main content area is titled "HOW COMPLAINTS ARE HANDLED" and contains two paragraphs of text explaining the complaint process. Below the text, there is a reCAPTCHA widget with a green checkmark and the text "I'm not a robot". To the right of the reCAPTCHA widget are two small circles. Below the reCAPTCHA widget is a red button labeled "File a Complaint".

1. Select File a Complaint.

## Complainant Information page is displayed

The screenshot shows a web form titled "Complainant Information". At the top, there is a dropdown menu labeled "\* Select a License Type You Want to File a Complaint Against". Below this is a section for "Personal Information" which includes several input fields: "First Name", "Last Name", "Email", "Phone Number", "Street Address", "City", "State" (a dropdown menu), and "Zip Code". At the bottom of the form, there is a checkbox labeled "Select checkbox to be anonymous to individual and/or business I am filing against." and a "Next" button.

1. Select the license type you wish to file a complaint against (Required).
2. Enter your first name (Required).
3. Enter your last name (Required).
4. Enter your Email Address (Required).
5. Enter your Phone Number (Optional).
6. Enter your Street Address (Optional).
7. Enter your City, State, and Zip Code (Optional).
8. Select the checkbox if you wish to remain anonymous to the Business and/or individual you are filing a complaint against. *Please note that checking this checkbox will not prevent CA DMV from seeing your information, just that your information will not be made available to the business and/or individual you are filing a complaint against.*
9. Select Next.

## Complaint Information Page is displayed



Complaint Information

Business Information

Please fill out the following fields to file a complaint against a business.

\* Business Name

Business Email Address Business Phone Number (numeric only)

Is this business online only?

Yes No

\* Business Address

\* Business City \* Business State \* Business Zip Code

Business License Number \* Incident Date

Is this complaint related to a specific vehicle?

Yes No

\* Complaint Description

Steps

- Complainant Information
- Complaint Information
- Attach Documentation
- Sign and Submit
- Receive Confirmation

2. Enter the Business' name (Required).
3. Enter the Business' phone number (Optional).
4. Enter the Business' Email Address (Optional).
5. Select the Yes radio button if the business is online only. For this type of business, you will not have to enter address information.
6. Otherwise, select the no radio button, then you are required to enter a Business Address, Business City, Business State, and the Business Zip Code.
7. Enter the Business License Number (Optional).
8. Enter the Incident Date (Required).
9. Choose whether the complaint is related to a specific vehicle by selected the correct radio button.
10. If the Yes radio button has been selected, enter information about the vehicle (Required).
11. Enter a description of your complaint here (Required).

\* Complaint Description

Maude was very rude, smoked during the lesson, and told me it was OK to text while driving sometimes. ○ ○

Please check this box if you would like to include an individual to this complaint.

∨ Individual Information

\* First Name

| I

\* Last Name

Email Address

Phone Number

Complaint Description

Previous

Next

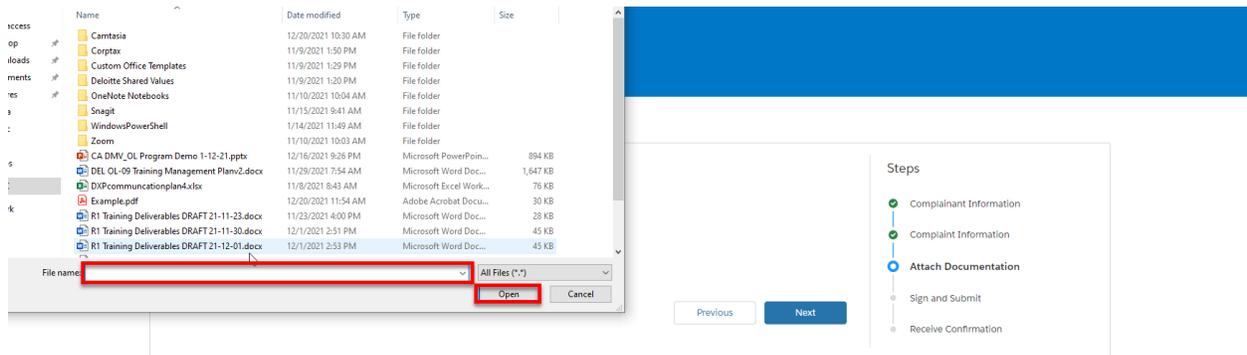
1. Choose whether you'd like to include an individual in your complaint by checking the box.
2. If the box has been checked, enter information about the individual. First and Last name are required, while email address and phone number are optional.
3. Select Next.

## Document Upload page is displayed

The screenshot shows the 'Attach Documentation' page. At the top left, there is a blue header with the 'CA.GOV' logo and the 'STATE OF CALIFORNIA DMV DEPARTMENT OF PUBLIC SAFETY' logo. Below the header, a 'Home' link is visible. The main content area is titled 'Attach Documentation' and includes the instruction 'Attach files that support your complaint.' and 'Upload and attach files'. There is a button labeled 'Upload Files' with an upward arrow icon and a text input field labeled 'Or drop files'. Below these elements are 'Previous' and 'Next' buttons. On the right side, a 'Steps' progress indicator shows five steps: 'Complainant Information', 'Complaint Information', 'Attach Documentation' (which is the current step and highlighted with a blue circle), 'Sign and Submit', and 'Receive Confirmation'.

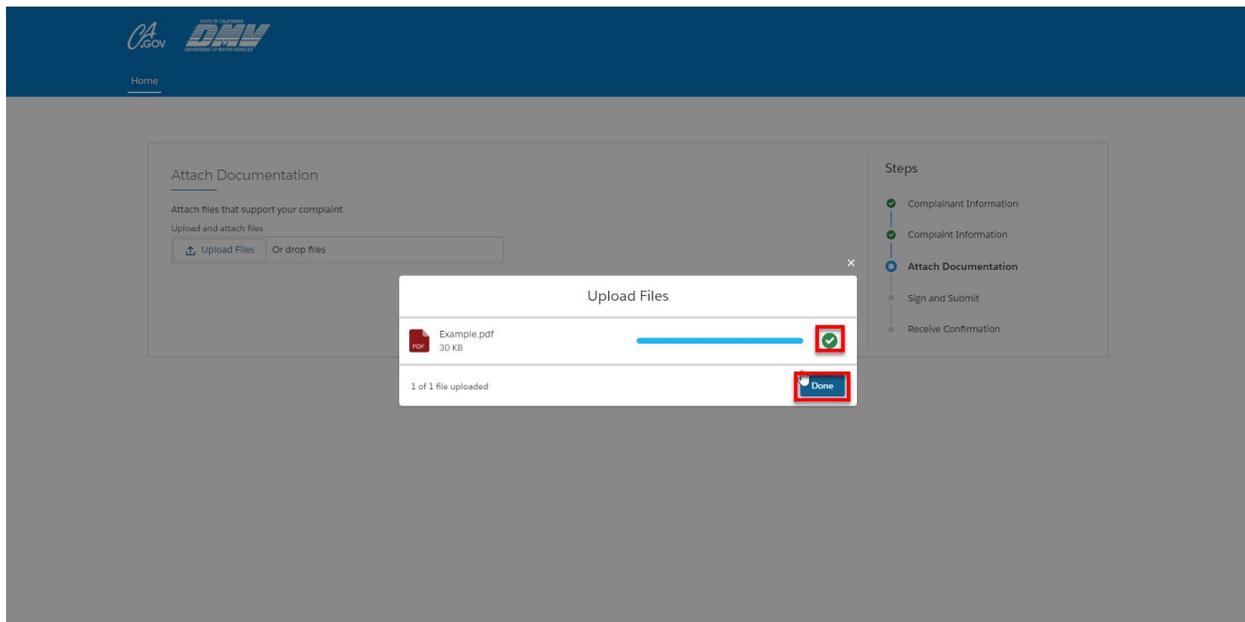
1. On this page you can upload documents and other files that support your complaint.
2. Select the Upload Files button.

*File Upload dialog is displayed*



1. Select a file on your computer.
2. Select Open.

## File Upload Progress Bar is displayed



1. A file upload progress bar will appear.
2. When the file upload is complete, a green checkmark will appear, and the Done button will be available.
3. Select Done.

*Document Upload page is displayed*



Attach Documentation

Attach files that support your complaint.

Upload and attach files

Or drop files

Example.pdf

○ ○

Steps

- Complainant Information
- Complaint Information
- Attach Documentation**
- Sign and Submit
- Receive Confirmation

1. Select Done.

Review, Sign, and Submit Complaint page is displayed



**Sign and Submit**

Select a License Type You Want to File a Complaint Against  
Driving School

**Complainant Information**

First Name: Bill  
Last Name: Smith  
Email: billsmith001@mailinator.com  
Phone Number: 5105555550  
Street Address: 100 main st  
City: orange  
State: CA  
Zipcode: 92864

Select checkbox to be anonymous to individual and/or business I am filing against.

**Complaint Information**

Business Name: Maude's Driving School  
Business Email Address: Maude drives@mailinator.com  
Business Phone Number (numbers only):  
Is this business online only?  
 Yes  No  
Business Address:

**Steps**

- Complainant Information
- Complaint Information
- Attach Documentation
- Sign and Submit**
- Receive Confirmation

1. Review the information you have entered.

*Review, Sign, and Submit Complaint page is displayed*

Purchase Date

Complaint Description  
Maude was very rude, smoked during the lesson, and told me it was OK to text while driving sometimes.

Individual Information

First Name: Maude  
Last Name: Instructor  
Email:   
Phone Number:   
Complaint Description: Maude was the person who taught the class

Electronically Sign

Please type your first and last name below to electronically sign the complaint form, and then check off on the below statement. The complaint cannot be submitted without both.

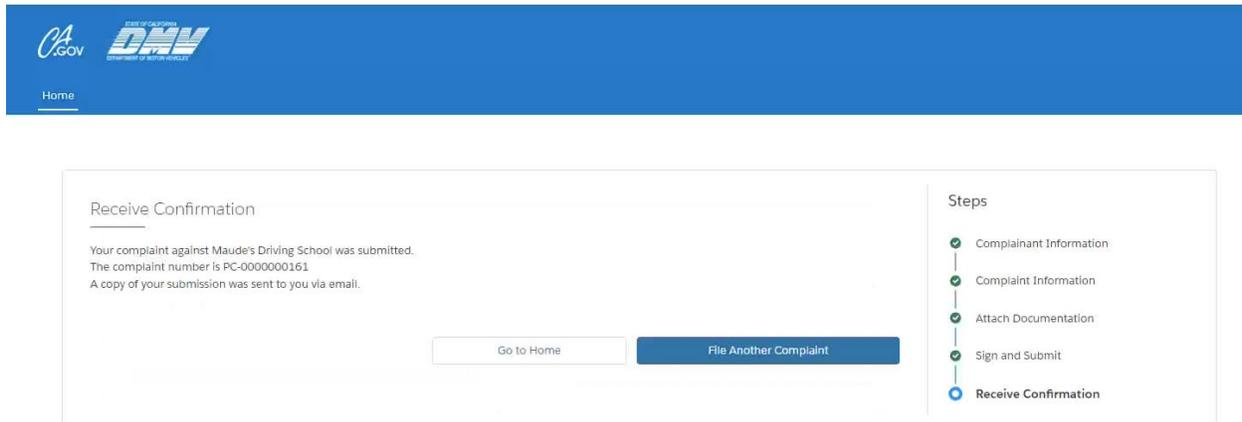
Signature  
First and last name:   
 The information contained in this form is true, correct, and complete to the best of my knowledge.

Please enter correct name in signature  
Please check the checkbox

Previous Next

1. At the bottom of the screen, electronically sign your complaint.
2. Enter your first and last name, exactly as they appeared in your complaint.
3. Click the checkbox to certify that the information provided is true, correct, and complete to the best of your knowledge.
4. Click the Next button.

*Submission Confirmation page is displayed*



1. A confirmation will appear.
2. The complaint submission process is complete.
2. You will also receive a confirmation by email to the email address you used to file the complaint.