

# FAQs

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## *FILING A COMPLAINT WITH DEALER LICENSE AND AUDIT UNIT*

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1. **Q: How long will it take for my complaint to be resolved?**

**A:** The timeline for your complaint to be resolved depends on the nature and complexity of the case. An investigation can be open anywhere from 2 weeks to 4 months, or longer. It is our aim to resolve your complaint as quickly as possible, but thoroughly.

2. **Q: Why can't the SCDMV ticket or arrest the dealer?**

**A:** The Dealer License and Audit Unit (DL&AU) is a compliance unit and not law enforcement. Any complaint that warrants criminal investigation is forwarded to South Carolina Law Enforcement Division (SLED).

3. **Q: How can I view if a dealer's sanction record (for any violations committed)?**

**A:** You may view a dealership's entire sanction history by looking under BUSINESS CUSTOMERS >> VIEW DEALER LICENSE INFORMATION. **Note:** This webpage to view a dealer's license information will not be available for viewing until June 16, 2020.