



STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS  
 DEPARTMENT OF BUSINESS REGULATION  
 DIVISION OF COMMERCIAL LICENSING  
 and Racing and Athletics

John O. Pastore Center  
 1511 Pontiac Ave, Building 69-1  
 Cranston, RI 02920-0942

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[www.dbr.ri.gov](http://www.dbr.ri.gov)

## AUTO BODY DEPARTMENT COMPLAINT FORM

INSTRUCTIONS: Please complete this form and return to the above address if you have reason to believe that a licensee regulated by the department has violated the law.

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Complainant's Name: Last                      First                      Middle

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Residence Address                              City/Town                      State                      Zip Code

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Mailing Address                              (if different from residence)

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Home Telephone                              Business Telephone & Ext.

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Auto Body Shop Name about whom you are making complaint.

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Auto Body Shop Address

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Type of Violation ( see back page)

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Date, Time and place of alleged violation

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Other Federal, State or Local Agencies or Legal Counsel I have contacted regarding this complaint

**Please note:** the Department does not have the statutory authority to remedy the harm you may have suffered as a result of the deficient work performed by the automobile body repair shop (e.g. getting your money back, your car re-repaired, and /or ordering the auto body shop to make additional repairs.) The Department's authority is limited to investigating your complaint to determine whether there has been a statutory or regulatory violation and then imposing an administrative penalty and/or suspending or revoking the license. Please be assured that we will investigate all issues. You may be able to pursue additional civil remedies against the licensee through other legal action and you may want to consult an attorney.

R.I.G.L Sec 5-38-10. Grounds for denial, suspension or revocation of licenses. The Department of Business Regulation may deny an application for license or suspend or revoke a license after it has been granted, for the following reasons:

Note: Please indicate which section of the law listed below pertains to your complaint.

- 1) On proof of unfitness of applicant to do business as an automobile body repair shop;
- 2) For any misstatement by applicant in application for license;
- 3) For any failure to comply with any provision of Rhode Island General Laws §5-38-1 et. seq. or with any rule or regulation, promulgated by the Department.
- 4) For defrauding any customer;
- 5) For dismantling any automobile without the written authorization of the owner thereof;
- 6) For refusal to surrender any automobile to the owner thereof upon tender of payment of the proper charges for towing and work done on that automobile;
- 7) For having indulged in any unconscionable practice relating to the business as an automobile repair shop;
- 8) For willful failure to perform work as contracted for;
- 9) For failure to comply with the safety standards of the industry; or
- 10) For the purchase of used vehicle parts from unlicensed entities.

Please set forth the allegations against the licensees. You may attach additional sheets for your explanation if necessary.

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The undersigned swears to or affirms the truth and accuracy of all statements, answers, representations and allegations contained herein, including all statements hereto attached.

Signed \_\_\_\_\_ Date \_\_\_\_\_