

OMVIC History and Overview

In the mid 1990's the provincial government decided to find new ways to deliver traditional government services. One of these strategies was to create new independent organizations to administer existing statutes. These organizations are called "administrative authorities."

OMVIC is Ontario's first administrative authority created pursuant to the Safety & Consumer Statutes Administration Act. The Honourable David Tsubouchi, Minister of Consumer & Commercial Relations, as it was then known, delegated responsibility for the day-to-day administration of the Motor Vehicle Dealers Act (MVDA) and its successor legislation the Motor Vehicle Dealers Act, 2002 (MVDA) on January 7, 1997. The relationship between the Ministry and OMVIC is set out in a contract called an "administrative agreement".

Although OMVIC works closely with the Ministry, OMVIC is not a government organization and its staff are not civil servants. OMVIC is a not-for-profit corporation registered in accordance with Ontario corporate law. Our primary function is to administer the MVDA and to increase consumer protection and dealer professionalism.

Motor vehicle dealers in Ontario must be registered under the MVDA. By virtue of their registration under the MVDA, dealers are also members of OMVIC. Although motor vehicle salespersons must also be registered under the MVDA and are therefore subject to OMVIC's jurisdiction, salespersons are not members of OMVIC.

A board of Directors provides guidance and direction to OMVIC. The Board comprises nine motor vehicle dealers drawn from all segments of the industry: large and small, used and new, urban and rural. Three consumer/government representatives appointed by the Minister join these industry representatives.

Objectives

- Increased consumer confidence through compliance and mediation activities.
- Increased accountability through implementation of a Code of Ethics, Standards of Business Practice and an open Disciplinary Process.
- Consumer protection through pursuit of those who would prey on an unwary public, with emphasis on curbsiders.
- Consumer awareness through dissemination of information concerning consumer rights via publications, articles and media interviews.
- Dealer professionalism through certification program for new dealers and salespersons.

OMVIC Activities

- Registration
- Inspection
- Investigation and prosecution

- Inquiry and complaint handling
- Dealer professionalism
- Consumer awareness

These activities support our priorities: consumer protection, dealer professionalism and customer service.

Management and Organizational Structure

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Vision and Mission

OMVIC's vision is simple: A fair marketplace.

We promote a fair marketplace through innovation, enforcement and excellence in service.

Mutual Trust

These two words best sum up our approach at OMVIC. We believe each employee is a mature and responsible adult who deserves the full trust and respect of the company and co-workers. Each of you will be treated with individual respect, dignity and fairness.

Obviously, not every person who applies for a job at OMVIC is hired. We were quite selective in choosing you. We are sure you were equally selective in choosing OMVIC as your place of employment. As you read further in this Employee Handbook, it will become more evident to you why mutual trust is important.

Values

OMVIC acts on a series of values or operating principles, which guide it in its day-to-day decision-making. These values were identified by staff as important to them and necessary in their view for the effective delivery of OMVIC mandate. In no particular order, these operating principles are:

- We will be innovative in our search for the best solution for problems faced by our clients.
- We will have respect for our clients, our colleagues, our partners, our critics and ourselves.
- We will exercise fairness in all the things we do.
- Integrity will be our hallmark.
- We will at all times be knowledgeable about our programs and communicate with clients.
- Without assigning blame, we will be accountable for everything we do as individuals, as a team, and as an organization.
- We will be committed to the service of our clients and to our vision, mission and mandate.
- We will work in an environment that fosters job satisfaction and enjoyment.