

**From:** Sasha Goldstein <[sasha@sevendaysvt.com](mailto:sasha@sevendaysvt.com)>  
**Sent:** Thursday, June 3, 2021 5:09 PM  
**To:** Clark, Charity <[Charity.Clark@vermont.gov](mailto:Charity.Clark@vermont.gov)>  
**Cc:** Jandl, Lauren <[Lauren.Jandl@vermont.gov](mailto:Lauren.Jandl@vermont.gov)>  
**Subject:** Re: consumer complaints

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I was looking for a list of complaints filed. No specific date range -- maybe last 10 years or so, to present?

On Thu, Jun 3, 2021 at 5:08 PM Sasha Goldstein <[sasha@sevendaysvt.com](mailto:sasha@sevendaysvt.com)> wrote:  
OK, sounds good. Thanks.

On Thu, Jun 3, 2021 at 4:22 PM Clark, Charity <[Charity.Clark@vermont.gov](mailto:Charity.Clark@vermont.gov)> wrote:

Hi, Sasha,

The best source for complaints like these are the Consumer Assistance Program (CAP). CAP does not investigate, however. Instead they offer a letter mediation service between the business and the consumer. Were you looking for complaints? A list of complaints? And for what date range?

Considering our office does not comment on ongoing investigations, to the extent that our Consumer Unit has a pending investigation we wouldn't be able to comment on it or even acknowledge that it exists.

Thanks,

Charity

**From:** Sasha Goldstein <[sasha@sevendaysvt.com](mailto:sasha@sevendaysvt.com)>  
**Sent:** Thursday, June 3, 2021 1:04 PM  
**To:** Clark, Charity <[Charity.Clark@vermont.gov](mailto:Charity.Clark@vermont.gov)>  
**Subject:** consumer complaints

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Hi Charity,

Hope you're well. I'm trying to track down some data on complaints filed with your office about Handy Chevy. Who investigates those types of consumer complaints?

Thanks in advance!

Sasha

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// SEVEN DAYS //

:: Sasha Goldstein  
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