

*This complaint will be assessed to see whether the inspection of the vehicle was carried out according to the inspection requirements of the NZ Transport Agency (NZTA). These requirements are set out in the Vehicle Inspection Requirements Manual (VIRM).*

**To help determine the current condition of the vehicle, please answer the following questions by circling Yes or No:**

- |  |          |
|--|----------|
| Has the vehicle been stripped or altered since the inspection?       | Yes / No |
| Have you had the vehicle repaired since the inspection?              | Yes / No |
| Has the vehicle been damaged since the inspection?                   | Yes / No |
| Is the complaint in regard to tyres?                                 | Yes / No |
| Was the vehicle inspected more than one month ago?                   | Yes / No |
| Has the vehicle traveled in excess of 10,000km since the inspection? | Yes / No |
| Has the vehicle changed hands since the inspection?                  | Yes / No |

**Important:** If you answered "yes" to any of the questions detailed above, it is unlikely the NZTA will proceed with investigating this complaint.

Have you tried to resolve the issue with the Inspecting Organisation?

**YES / NO** (please circle)

*Please note you should use this option first before submitting this complaint form*

**Please provide a brief description of your complaint**

*(include a copy of all relevant information such as a checksheet listing the vehicle faults, etc).*

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*Please continue on reverse side of form or separate sheet if necessary*

### Complainant details (complete in full)

Full name (Mr / Mrs / Miss / Ms) \_\_\_\_\_  
Address \_\_\_\_\_  
Phone Home \_\_\_\_\_ Work \_\_\_\_\_  
Mobile \_\_\_\_\_ Email \_\_\_\_\_

### Vehicle details (complete in full where possible)

Make: \_\_\_\_\_ Model: \_\_\_\_\_ Year: \_\_\_\_\_  
Licence plate number: \_\_\_\_\_ Current odometer reading: \_\_\_\_\_  
Location of vehicle if different from above \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### Complaint against (person/organisation issuing the certification)

Name \_\_\_\_\_  
Street address \_\_\_\_\_  
\_\_\_\_\_

If a complaint is upheld, the law permits three possible actions. The inspector may be required to undertake remedial action to correct his knowledge or process; or the inspector's authority to carry out vehicle inspections may be suspended or revoked. The NZTA **cannot order financial restitution, or reparation of any sort.** If you wish to pursue such matters you are advised to also seek advice from the Ministry of Consumer Affairs.

See [www.consumer-ministry.govt.nz](http://www.consumer-ministry.govt.nz)

NZTA will determine what action is appropriate with regard to the best interests of road safety.

### Declaration

I understand the NZTA reserves the right pursuant to the Official Information Act, to withhold, in the case of an upheld complaint, the sanction or remedial action imposed on the Vehicle Inspector or Inspecting Organisation

I agree to make the vehicle available for inspection by the NZTA.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
(Vehicle Owner)

### *Please return the completed form to:*

Vehicle Certification Investigator  
NZ Transport Agency  
20 Ballance Street  
PO Box 5084  
WELLINGTON 6145  
FAX: 04 894 5011