

Vehicle Certification Complaint Form

This complaint will be assessed to see whether the inspection and certification 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), and in various Land Transport Rules.

Your 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 _____

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

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

