

# Vehicle certification complaint form

The NZ Transport Agency is responsible for ensuring that vehicle inspection and certification is carried out in accordance with the *Vehicle inspection requirements manual (VIRM)* and Land Transport Rules. The VIRM can be found online at <https://vehicleinspection.nzta.govt.nz>.

You should receive an acknowledgement of your complaint within three working days. If we deem an inspection of your vehicle is required, we will endeavour to complete this as soon as possible. The usual turnaround time for a complaint is 18 working days from receipt to completion/outcome, but complex cases can take longer.

**Note:** we cannot require the organisation or inspector to make monetary compensation to you as a result of your complaint, and nor can the NZ Transport Agency compensate you. If you wish to seek compensation, you may be able to do so through the Disputes Tribunal under the Consumer Guarantees Act 1993 or the Fair Trading Act 1986. For further information can be found at [www.disputestribunal.govt.nz](http://www.disputestribunal.govt.nz). If your complaint is upheld, you may be able to use our outcome letter to support your case.

## Your details

Full name

Postal address

  
  
  


Phone number (daytime)

Mobile number

Email address

## Vehicle details

Make

Model

Year

Registration plate number

Current odometer reading

Location of vehicle *(if different from above)*

  


Is the vehicle available to be inspected by the Transport Agency?

Yes  No

*If no, please provide details explaining why not*

  


Has the vehicle been repaired or altered since the inspection?

Yes  No

*If yes, please provide details of repairs/alterations*



## Notes

### Note 1

The Transport Agency may only investigate complaints that relate to a vehicle certification issue or the behaviour of a vehicle inspector, as per the *Vehicle inspection requirements manual* (VIRM). We can only action complaints that relate to individuals and organisations that we have authorised and have jurisdiction over.

In addition, the Transport Agency is only able to progress complaints if the condition of the vehicle at the time of the original certification can be reliably determined. We may not be able to reliably determine this, and therefore your complaint may not be able to be progressed, if:

- the original certification was more than six months ago, or
- the vehicle has travelled a significant distance since the original certification, which may have impacted on the condition of the vehicle, or
- the vehicle has been repaired or otherwise altered since the certification, or
- the complaint relates only to tyres or wheels, which can be easily removed from a vehicle.

### Note 2

In order to investigate the complaint, we may need to inspect the vehicle and assess, to the extent that we are able, what condition the vehicle was in at the time of the inspection. You are not obliged to have the vehicle inspected, but it may limit our ability to follow up on the complaint if you do not. Please do not carry out any repairs to the vehicle or use the vehicle more than necessary until we have examined it, as this may affect our ability to investigate your complaint.

### Note 3

If a complaint is upheld, remedial actions or other sanctions may be required of or imposed on the inspecting organisation or vehicle inspector involved. Please note that, pursuant to the Official Information Act 1982, the Transport Agency may withhold specific details of the sanction or remedial action imposed on the vehicle inspector or inspecting organisation when notifying you of the outcome of your complaint.

## Privacy statement

The information requested through this complaint form is required to process your complaint. All information contained in this form will be held by the NZ Transport Agency and treated as confidential subject to the Official Information Act 1982 and the Privacy Act 1993.

Information that you submit to the Transport Agency through this process will be used to investigate your complaint. The information may be disclosed to the inspecting organisation and/or vehicle inspector your complaint relates to, and to the vehicle owner (if your complaint relates to a vehicle owned by someone else) in relation to this purpose. If you do not provide the information required by this form, the Transport Agency may be unable to process your complaint.

Under the Privacy Act 1993, you have the right to request access to and correction of any personal information you supply as a part of this process from the Transport Agency. Should you wish to exercise these rights, please contact the NZ Transport Agency, Private Bag 11777, Palmerston North 4442 or email: [info@nzta.govt.nz](mailto:info@nzta.govt.nz).

## Declaration

I have read and understood the notes and privacy statement above.

Please forward this form to:

**Vehicle Certification Complaints, NZ Transport Agency, Private Bag 11777, Palmerston North 4442**

or click on [here](#) to attach your completed form to an email.

You can also manually attach this form to an email and send it to [vc complaints@nzta.govt.nz](mailto:vc complaints@nzta.govt.nz).