

Attachment 1:

Overview of verbal threat and assault complaints for 2013		
Region	Description	Injury
Auckland/Northland	Applicants father was aggressive towards TO after she had failed his son.	No
South Island	Applicant was late for her test, applicant father became abusive swearing at the TO and raising his fists	No
Auckland/Northland	Applicant was late and demanded to be tested, applicant became aggressive and passed on threats to VTNZ staff against TO	No
Auckland/Northland	Applicant became aggressive after the test when the camera was off, applicant went into the AA and swore at the staff	No
Auckland/Northland	Applicant became aggressive after failing her test was swearing at the TO when walking into the AA office, AA staff member sorts it out.	No
Auckland/Northland	Applicant was late for his test and became aggressive demanding money off the T/O	No
Auckland/Northland	Applicants father became upset when applicant wasn't taken for a test because they had no high stop light.	No
South Island	Applicants vehicle failed pre drive check the rear high vis light was not working and couldn't see spoiler light. Applicants Father became aggressive and laid a complaint.	No
Auckland/Northland	Applicant starts to get aggressive during the de brief and starts swearing at the T/O.	No
South Island	Applicant became abusive during the de brief and shouted abuse.	No
Auckland/Northland	App 6 mins late, she left then returned with 2 other people. One of them said that god would hurt my children so asked her to leave and get out of my face! This woman then said that I had sworn. Then the young man started filming	No
Auckland/Northland	Applicant was abusive during the de brief, applicant went into the office to rebook and was abusive towards staff.	No
Auckland/Northland	After the applicant had failed their test the T/O went to leave to go home and was blocked in the carpark by the applicants partner and support person the police were called.	N/A
Auckland/Northland	Applicant became abusive when TO tried to explain that the manouvre was dangerous.	N/A
Auckland/Northland	App Failed test, exploded with rage, raised his arm and fist, abused TO and followed him across the carpark. Threatened TO.	No

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N/A	App became threatening and abusive to TO, Police were called. No official complaint laid. TO's not willing to test unless Police Officer present.	NA
Auckland/Northland	No high brake light, gave app 5 mins, app came back made no contact with TO by 11:58. App came back 1230 with father abused VTNZ staff.	NA
Auckland/Northland	Applicant pushed TO's stuff out of the car, spit on the TO, and was abusive. He threatened the TO, and followed him from the carpark back to the office.	NA
Auckland/Northland	Father became abusive to TO and so did daughter after failing. No head checks, speed.	NA
Auckland/Northland	Applicant became abusive to TO after failing.	NA
Auckland/Northland	TO waiting outside for applicant at 8:05. Opened shop door to check clock, went outside to check for app. Black vehicle drove past, braked, reversed, stopped. A man got out of drivers side and said "you're a bitch you failed my girlfriend about 2 weeks ago because her high stop light was not working." She tried to explain then advised she would ring police if he continued. Man put his boot in door, to prevent TO shutting it.	NA
Christchurch	Abused by applicant's father, TO advised he would ring Police if he didn't leave, also abused Jipcho Staff.	NA
Christchurch	Applicant advised failed, became abusive and angry, told TO to get the f... out of my car. App drove off without a supervisor, learners licence, no L plates either.	NA
Christchurch	Applicant test terminated, TO tried to explain, applicant became very aggressive and started to abuse TO. TO exited vehicle and applicant hit him on the arm. Told app would ring police if he didn't leave.	Yes - TO hit in arm
Christchurch	Abducted from AA Shirley, wouldn't stop, jumped out of van at corner of Shirley and Hills Rds. Applicant abusive and ranting the whole time. Missed 4pm test. Police informed. Going to take the matter further, he is the same bloke that abused Deborah at Shirley.	NA
Christchurch	App failed test, got out of car and abused me in a rage called me a F...n old prick.	NA
Christchurch	App fail vehicle fault came back 10 mins into test, walked out when explaining why it was too late. Could hear him shouting obscenities from inside the AA, roared off through car park.	NA
Christchurch	Applicant became aggressive and verbally abusive upon finding out they failed during debrief. They snatched their license, ordered the TO out of their car. Despite trying to explain why, applicant continued rage, mother joined in, then drove aggressively out of the carpark, mounting a kerb in the process.	NA
Auckland/Northland	Applicant walked into the A.A. office and threw two punches at T.O.'s face, one punch connected on left jaw causing injury. Few words exchanged between T.O. and applicant, then T.O. walked away from front door into managers office (A.A. was busy and wife and child of applicant present).	Yes - jaw, cheek, cut on inside of mouth and tongue.

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Region	Description	Injury
Auckland/Northland	Applicant became verbally abusive to T.O. when they found out they were not sitting test due to lack of petrol, followed T.O. inside, and when T.O. went upstairs, applicant abused AA staff, throwing things at the desk. Staff threatened to call police.	NA, although shaken
Auckland/Northland	Applicant from previous test asked T.O. "where is my driver license?", T.O. explains "I gave your license and the memo to you in your car at the debrief", "no you didn't", "have a look in your car", "God is watching, you bad man no good". T.O. continues vehicle check with next applicant, then when trying to shut door the previous applicant pulls door to open, breaking plastic handle. TO gets out and tells applicant loudly to "go away".	NA
Auckland/Northland	When applicant was told their vehicle didn't pass the check, their mother became very vocal, calling T.O. a "selfish b****".	NA
Auckland/Northland	After test applicant became aggressive, TO told them to rebook at AA counter. AA staff told TO applicant was waiting outside for him, and not to go out.	NA
Auckland/Northland	Applicant failed his test, then followed TO to next test. He blocked path of 2nd applicants vehicle as they tried to leave AA carpark. He tried to open 2nd applicants car doors but they were locked. Few minutes later he left.	NA
Greymouth	When applicant was informed they failed due to wearing sunglasses, applicant became verbally abusive, and TO was practically pushed out of the car.	NA
Hamilton	Applicant arrived with no L plates, and didn't leave time to go buy some. Started verbally abusing TO, threatening him in front of applicants wife and kids.	NA
Te Awamutu	Applicant was abusive when informed that he had not passed the test. Later in the day he returned to VTNZ in an agitated state. He threw books on the ground, turned over seating and made abusive and threatening comments about the TO. He finally left the building slamming the door violently behind him.	NA
Tokoroa	Applicant failed test, and although upset with outcome, agreed he wasn't ready for test but pressured into it by father. Agency later received a threatening phone call from the applicants father, threatening to come in and "kick" the TO's "head in".	NA
Auckland/Northland	Applicant told TO she would smash her face. Called her a f**** b**** and said she only passed Indians and Asians.	NA
Napier	Applicant got very upset when told they hadn't passed test, became very abusive and threatening, and followed TO to agency shouting and swearing at TO. Said "if I see you out I'm going to get you" very angry man. TO will not test the applicant again.	NA
Auckland/Northland	Applicant became very angry when they failed their test, accusing TO of making money. Applicant slammed car door and followed TO into AA, verbally abusing them, before shoving TO's shoulder. TO told applicant "that is assault". Witnessed by people in AA, plus potentially CCTV.	NA
Christchurch	Applicant became verbally aggressive after failing test, swore at and threatened TO saying he would "get me" and "burn my house with me in it". TO told applicant she wouldn't speak to him until he stopped being abusive and walked away. He followed her and continued the abusive behaviour towards her and VTNZ staff. Police were called after applicant returned to site later with more threats.	NA
Dunedin	At conclusion of test when TO explained applicant had failed and refused to take him for another test, applicant lashed out, using his fists he delivered 3 blows to TO's head.	2 St John medics checked T.O over.

Overview of verbal threat and assault complaints for 2015

Region	Description	Injury
Auckland/Northland	During the debriefing applicants instructor became agitated and vocalised his disagreement, raised voice and called the system unfair.	N/A
Queenstown	Applicant failed test, and became extremely angry and aggressive during debrief. TO left the building via the back door in fear of his safety, and applicant then told AA counter staff he was going to "drop him" referring to the TO.	NA

The information for 2015 is current as of 9 March 2015.

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