

Correct as at 27th April 2026. It may be superseded at any time.

Extract taken from: Light vehicle repair certification > Introduction > Inspection and certification process > Collecting fees

3-8 Collecting fees

The Land Transport (Certification and Other Fees) Regulations 1999, Regulations 5 and 8 stipulate that the fee that may be charged by a repair certifier for the certification of a vehicle is an amount determined by the individual repair certifier having regard to:

- a) the time spent in inspecting the vehicle to ascertain whether it complies with the relevant requirements
- b) any fees payable to the Transport Agency
- c) any standard or usual rate at which the repair certifier charges for other work carried out in respect of motor vehicles.

Customers should be encouraged to direct any complaints to the repair certifier in the first instance.

To ensure that all written complaints are investigated, the repair certifier must maintain an effective complaints management process, which must provide:

- a) a clear and concise statement that recognises the positive value of complaints
- b) clear and concise instructions to all customers on how to register a complaint; this can be accomplished in several ways, for example:
 - i. a conspicuous notice on the work place wall, or
 - ii. a clear statement on any receipt or invoice issued, or
 - iii. a clear statement on the repair certifier's checksheet
- c) a straightforward explanation of the expected standards for resolution and the customer's right to appeal to the NZTA if they are dissatisfied with the proposed resolution
- d) full documentation of each complaint processed, in accordance with the Transport Agency [PRS manual](#), to enable subsequent investigation
- e) acknowledgement in writing within three working days of any written complaint
- f) a proposed resolution to the complainant within 20 working days of the complaint being made
- g) a record of each complaint, whether verbal or written, in accordance with the Transport Agency [PRS manual](#)
- h) a clear direction to the Transport Agency freephone (0800 699 000) if a customer wishes to make a complaint or appeal a decision made by an inspecting organisation.

The repair certifier must ensure that the premises used for the inspection and certification of repairs comply with the applicable requirements in this section.