

Correct as at 17th May 2026. It may be superseded at any time.

Extract taken from: Heavy vehicle specialist certification > Introduction > Complaints

## 4 Complaints

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

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

1. a clear and concise statement that recognises the positive value of complaints.
2. clear and concise instructions to all customers on how to register a complaint. This can be accomplished in several ways, for example:
  - a) a conspicuous notice on the workplace wall, or
  - b) a clear statement on any receipt or invoice issued, or
  - c) a clear statement on the HVS certifier's checksheet
3. a straightforward explanation of the expected standards for resolution and the customer's right to appeal to NZTA if the proposed resolution is unsatisfactory
4. identification of the complainant and should address specific concerns about the service provided.
5. full documentation of each complaint processed, in accordance with the NZTA [Model QMS](#), to enable subsequent investigation
6. acknowledgement in writing within three working days of any written complaint
7. a proposed resolution to the complainant within 20 working days of the complaint being made.
8. a record of each complaint, in accordance with the NZTA [Model QMS](#)
9. a clear direction to the NZTA helpdesk 0800 699 000 if a customer wishes to make a complaint or appeal a decision made by an HV certifier, or the complaint refers to legislation or NZTA policy.

**Note:** complaints must be in writing.