

Correct as at 19th May 2026. It may be superseded at any time.

Extract taken from: Light vehicle repair certification > Introduction > Complaints

4 Complaints

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 NZTA 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 NZTA PRS manual
- h) a clear direction to the NZTA 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.