

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 It may be superseded at any time.**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