

**Correct as at 4th June 2026. It may be superseded at any time.**

**Extract taken from:** Border inspection of imported used vehicles > Introduction > Complaints

## **4 Complaints**

**Encourage customers to direct any complaints to the inspecting organisation in the first instance.**

To ensure that all written complaints are investigated, the inspecting organisation must maintain an effective complaints management process and provide the following:

- 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:
  - a clear notice visibly displayed on the workplace wall
  - a clear statement on any receipt or invoice issued
  - a clear statement on the inspecting organisation'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) documentation of complaint investigations, prepared in accordance with the Border inspection organisation's (BIOs) manual so that details of the investigation can be readily checked
- e) acknowledgment in writing of all written complaints within three working days, with the investigation completed and a resolution proposed to the complainant within 20 working days, of the complaint being made
- f) a record of all complaints, both verbal and written, recorded in accordance with the BIOs manual
- g) directions, for any customer who wishes to make a complaint or appeal a decision made by an inspecting organisation, to use the NZTA free phone 0800 699 000.