

Correct as at 6th June 2026. It may be superseded at any time.

Extract taken from: Entry certification > Introduction > Complaints

## 6 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 in accordance with the **quality management system (QMS)** manual 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 **QMS** 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 **QMS** manual
- g) directions, for any customer who wishes to make a complaint or appeal a decision made by an inspecting organisation, to contact NZTA.
  - Phone: 0800 699 000
  - Website: [nzta.govt.nz/complaints](https://nzta.govt.nz/complaints)