



L V V T A C O M P L A I N T F O R M

- This form is intended for all LVVTA related complaints, such as an unsafe or incorrect certification, a certifier who has provided poor service, or has failed to provide a service for which he has been paid, incorrect technical decisions, or against an LVVTA staff member.
- We can't consider complaints that relate to a business or person over whom we have no control (i.e. a company who carries out modifications) where over-charging, poor service, or other issues are raised. These are civil matters, and so they should be dealt with through the Disputes Tribunal process. For more details you can visit www.justice.govt.nz.
- Before you start, we encourage you to first discuss your complaint with the person you wish to complain about – this may be the quickest and easiest way to resolve your complaint.
- Please complete all sections of this form clearly, and include as much detail as possible, including all relevant dates and times, in chronological order.
- To assist us with dealing with your complaint, please ensure you attach all documentation supporting your complaint, such as email correspondence, agreements, and photographs.
- To submit your complaint, email this form and all supporting documents to complaints@lvvta.org.nz or post to: LVVTA Complaints, PO Box 50 600, Porirua City 5240.

Y o u r d e t a i l s (complete in full)

Full name (Mr/Mrs/Ms/Miss): _____

Address: _____

Phone (home): _____ Mobile: _____

Phone (work): _____ Email: _____

V e h i c l e D e t a i l s (complete in full if possible)

Make: _____ Model: _____ Year: _____

VIN number: | _ | _ | _ | _ | _ | _ | _ | _ | _ | _ | _ | _ | _ | _ | _ | _ |

LVV Certification plate number: _____ Registration plate number: _____

Current odometer reading: _____ Location of vehicle: _____

P. O. Box 50-600, Porirua, Wellington, New Zealand
Phone: (04) 238 4343 Fax: (04) 238 4383 E-mail: complaints@lvvta.org.nz



If no VIN, Cert plate number, odometer reading or registration plate number, leave blank.

To help determine the current condition of the vehicle, please answer the following questions by ticking Yes or No:

Has the vehicle been stripped or altered since the inspection? Yes No

Have you had the vehicle repaired or modified since the inspection? Yes No

Has the vehicle been damaged since the inspection? Yes No

Complaint against

Name: _____

Address: _____

Business/Organisation name: _____

Position: _____

When did the conduct you are complaining about occur (please provide a month and year if you are not sure of the exact date)?

Year: _____ Month: _____ Day: _____

Steps taken to resolve your complaint

All LVV Certifiers have a customer complaint policy, which is provided to you on the *F004 - LVV Rectification Form*. Using these procedures may be the quickest and easiest way to resolve your complaint.

Have you discussed your complaint with the person this complaint is against? Yes No

If yes, please advise of any outcome below, and attach copies of any relevant correspondence:



Mediation (alternative dispute resolution)

Sometimes we will assess that the best way of resolving your complaint is to refer you and the person the complaint is against to mediation. Mediation is where the parties involved, with the assistance of a mediator, meet, clarify the issues, consider alternatives, and try to reach agreement. Mediation will often result in a quicker resolution of your complaint, however costs may be incurred depending upon the outcome of the mediation. Mediation will occur in Wellington at LVVTA's offices, unless circumstances make this impractical or unrealistic. LVVTA reserves the right to make a final decision on any change to the location.

Are you prepared to attend mediation to resolve your complaint? Yes No

Please provide full details of your complaint

Include all relevant dates and times (in chronological order), documentation supporting your complaint, such as email correspondence, agreements, and photographs.

P. O. Box 50-600, Porirua, Wellington, New Zealand
Phone: (04) 238 4343 Fax: (04) 238 4383 E-mail: complaints@lvvta.org.nz



A large area of the page is reserved for a form, consisting of 24 horizontal lines spaced evenly down the page.

P. O. Box 50-600, Porirua, Wellington, New Zealand
Phone: (04) 238 4343 Fax: (04) 238 4383 E-mail: complaints@lvta.org.nz



Lined area for writing the complaint details.

If more space is required, please continue on a separate sheet entitled 'Complaint details continued'.

D e c l a r a t i o n

- I declare that all of the information in this complaint form is true and correct
- I understand that LVVTA reserves the right to forward the results of its complaint investigation to the NZ Transport Agency, or any other appropriate agency, if it believes that further action against any person or persons involved in this complaint is necessary.
- I agree to make any vehicle/s related to this complaint available to LVVTA for inspection.

Signature: _____
(Complainant)

Date: _____

Please return this form including all additional information to:

Email complaints@lvvta.org.nz

Post: LVVTA Complaints, PO Box 50 600, Porirua City.

P. O. Box 50-600, Porirua, Wellington, New Zealand
Phone: (04) 238 4343 Fax: (04) 238 4383 E-mail: complaints@lvvta.org.nz