



Vehicle Licensing and Inspection Services Customer Charter 2010

We will

- Provide up to date and relevant information on all vehicle licensing processes via our website and industry newsletter;
- Treat applications appropriately, fairly and without bias;
- Give applicants step-by-step help to complete applications by telephone if required;
- Provide licence holders with clear and accurate information via our industry information line – if we cannot provide an immediate answer, we will take details and call or write back within an agreed timeframe;
- Treat all complaints and appeals fairly and without bias;
- Promptly investigate all complaints and appeals;
- Inform licence holders of the outcome in a timely and concise manner;
- Inform all licence holders of their rights of appeal.

If we cannot give a full response for legal reasons or to preserve confidentiality, please understand.

In the event that we are unable to assist a complainant with a complaint we will make every effort to direct them to a relevant body that can assist them.

Vehicle Inspection Services

We aim to:

- Offer 94 per cent of customers an appointment at any regional inspection centre of their choice or alternatively within 50 kilometres of their address within two weeks of their preferred date¹.
- Ensure 95 per cent of customers will not have to wait more than 30 minutes at the test centre (if delay exceeds one hour customers will be given a free test)
- Provide inspection centres located no more than 100km from 95% of vehicle licence holders.
- Ensure all customers receive a suitability inspection appointment confirmation in writing (by post or email) within five working days
- Refund all customers who cancel or reschedule their test within 5 working days of the test date. (However, there will be no refund of the fee if notice is not received within 5 working days of the test date.)
- Provide, at a minimum, vehicle inspection centres that will be open one weekday and one weekday evening per week and one Saturday per month, unless demand is evidently zero.
- Ensure that tamper-proof licence discs are only affixed by a trained member of staff and in accordance with agreed procedure
- Ensure tamper-proof licence discs are disposed of securely
- Advise customers via a “Fail Report” if their vehicle fails the inspection and, as required, advise as to the next course of action (e.g. offer to book re-test straight away)

¹ Slots are scheduled in line with projected local demand. Demand is calculated using the number of licences due for renewal within a particular area.

- In cases where it is necessary for the service provider to cancel a test appointment for any reason they will provide the customer with at least five working days notice and offer them a new appointment within five working days in advance of the test date. If the service provider gives less than 5 days notice of a cancelled test appointment a new test appointment will be offered and a partial refund of the test fee provided automatically
- If a conditional offer is not completed within 90 days, the customer will automatically be refunded the application fee less administrative costs and the customer will automatically be informed of the cancellation of their conditional offer