

Approved Vehicle Certification Inspection Station

Dispute Resolution Policy

Background:

AIS Compliance Unit from time to time has seen the need to intervene where major disputes between the owner of a vehicle and representatives from the department of StateGrowth (the Department) regarding defect issues have been reported to both Consumer Affairs and the AIS Compliance Unit resulting in the disputes being investigated.

Issue:

If the vehicles had been inspected by a representative from the Department, when the allegations were first made, the disputes could have been resolved without the need to investigate the matters.

What will happen now?

In the event that a dispute develops between the Approved Vehicle Certifier (AVC) and the person presenting a vehicle for inspection involving vehicle certification, which cannot be resolved, the Proprietor/AVC is to advise the AIS Compliance Unit immediately on 6166 3271.

Depending on circumstances, it may be possible to resolve the matter in the first instance by providing evidence such as digital photographs etc. If the matter cannot be resolved, the following procedures will apply:-

1. The vehicle will be inspected by either the Team Leader AIS Compliance or a Transport Inspector at a suitable time and location to suit all parties.
2. The vehicle inspection may involve the presence of either, the complainant, the AVC, or both. This will depend on the circumstances at the time.
3. A decision will be made by the representative from the Department at the time of their inspection. All parties concerned will be advised on the result of the dispute.

Questions:

Any questions regarding this Policy can be directed to Team Leader AIS Compliance on 6166 3271.