

# Approved Motor Body Repair Inspection Station

## Dispute Resolution Policy

### Background:

Recent incidents involving major disputes between the owner of a vehicle and the Proprietor/Motor Body Examiner (MBE) 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 of the Department of State Growth, 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 MBE and the person presenting a vehicle for inspection involving the structural integrity of the vehicle, which cannot be resolved, the Proprietor/MBE 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 an independent qualified person at a suitable time and location to suit all parties.
2. The vehicle inspection may involve the presence of either, the complainant, the MBE, an AIS representative or all three. This will depend on the circumstances at the time.
3. A decision will be made by the independent person who will inform AIS Compliance of the outcome. All parties concerned will be advised on the result of the dispute.

### Questions:

Any questions regarding the Policy can be directed to Team Leader Accreditation (AIS) on 6166 3271.

RM: 047035

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