

Complaints Procedure:

Complaints must be received in writing within 14 days of an issue arising. Written complaints must be addressed to:

The General Manager
Transport Specifications Ltd
PO Box 315582
Silverdale
Auckland
info@tsltd.co.nz

1. Complaints must include the name and contact details of the complainant and must address specific concerns over service, attitude or general experience.
2. Verbal concerns will not be recognised as a formal complaint until the complaint is received in writing. An acknowledgement of receipt of the complaint will be sent.
3. Where the complaint relates to NZ Transport Agency Policy or legislation, the complainant has the right to send the complaint to the New Zealand Transport Agency on 0800 699 000 (this relates to vehicle certification issues only under the jurisdiction of the NZ Transport Agency).
4. TSL Management may investigate the complaint and respond accordingly.
5. Policy, procedures and processes will be reviewed when an investigation outcome recommends improvement.
6. Each invoice contains a statement confirming where our standard terms are trade can be found on our website.
7. TSL reserves the right to recover costs involved in the investigation of claims. This will be advised and agreed prior to any such cost being occurred.