



DISPUTING FAULTS OR DEFECTS IDENTIFIED DURING CVST ROADSIDE INSPECTIONS

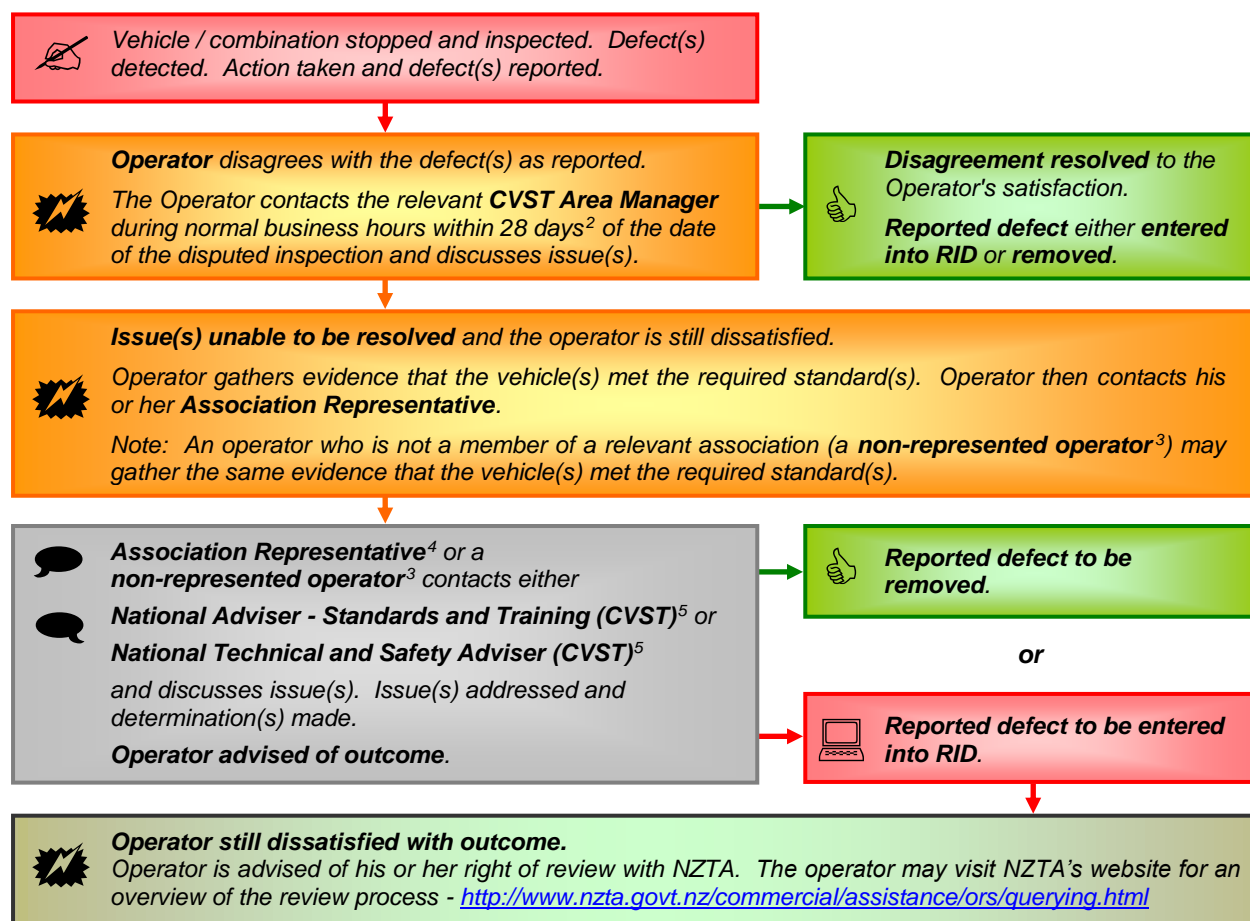
As a key business partner with the NZ Transport Agency the New Zealand Police Commercial Vehicle Safety Team (CVST) is fully committed to ensuring that robust, credible and accurate information from roadside inspections is furnished to the Operator Rating System via the Roadside Inspection Database.

In reporting faults or defects found during roadside inspections CVST officers compare those found to those faults or defects listed in the **HMV categorisation of defects Levels 3 and 5 guide**¹.

The guide covers a considerable number of faults and situations that are dealt with by police officers who hold a certificate to carry out level 3 inspections, CVST Vehicle Safety Officers and NZ Transport Agency Transport Officers. It contains a set of national enforcement standards designed to ensure that heavy vehicle defects are dealt with uniformly throughout the country.

It is acknowledged that the list of defects is not exhaustive. It is also recognised that the descriptions of some of the defects, whilst as comprehensive and precise as possible, may leave some room for individual interpretation, and some operators may wish to challenge the defect found or the action taken. It is with this in mind that the following disputes resolution process has been implemented...

Disputes resolution process between CVST and Licensed Transport Service Operators



¹ HMV Categorisation of Defects guide available at <http://www.nzta.govt.nz/resources/hmv-categorisation-defects/>

² Contact must be made with the relevant CVST Area Manager within 28 days of the disputed inspection. Disputes received later than 28 days will not be mediated upon.

³ An operator who is not a member of a relevant Association will be entitled to represent him or her self.

⁴ The Association Representative's function is limited to advocating on behalf of the operator. The Representative will not be invited or entitled to adjudicate on the issue(s) in contention.

⁵ Based at Police National Headquarters