

13 December 2018

Phil Pennington
Radio New Zealand News
phil.pennington@radionz.co.nz

REF: OIA-4310

Dear Mr Pennington

Request made under the Official Information Act 1982

Thank you for your email of the 25th October 2018 requesting the following information under the Official Information Act 1982 (the Act):

- *Regarding vehicle Inspection Organisations, the number of complaints in total and the number of investigations in total of IOs across NZ for the past 12 months, compared with each of the past 3 corresponding periods*
- *A break down of those numbers to who how many were against which IO; detailing how many were upheld; what these upheld ones were for; and any remedial actions or sanctions resulting from those upheld complaints*

You clarified your request with us on the 5th November 2018 requesting:

- *Total no of complaints*
- *Total no of investigations as a result of those complaints*
- *Total no of investigations (given some might NOT have been triggered by a complaint)*

The Transport Agency does not record the number of individual complaints it receives, only those that become investigations. This part of your request is therefore refused under section 18(d) of the Act as the information requested is not held by the Transport Agency.

The information you have requested related to investigations can be found in the following table.

Investigation period	Number of investigations logged	Outcome of investigations
1/10/14 - 30/09/15	15	Remedial Action - 8 No Action - 6 Adjudicator - 1
1/10/15 - 30/09/16	21	Remedial Action - 10 Written Warning - 5 No Action - 3 Adjudicator - 2 Serious Infraction Notice - 1
1/10/16 - 30/09/17	13	Adjudicator - 2 No Action - 2 Not upheld - 1 Upheld - 3 Revoked - 1 Written Warning - 2 Remedial Action - 2
1/10/17 - 30/09/18	23	Written Warning - 9 Upheld - 3 Adjudicator - 3 No Action - 2

		Cancelled - 1 Remedial Action - 3 Not completed yet - 2
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Please note that we will also be publishing the response to this request on our website:
<https://www.nzta.govt.nz/about-us/news-and-media/official-information-act/official-informationact-oia-responses/>

If you would like to discuss this reply with the NZ Transport Agency, please contact Andy Knackstedt, Senior Media Manager by email to andrew.knackstedt@nzta.govt.nz or by phone on 04 894 6285.

Yours sincerely



Brett Aldridge
Regulatory Compliance Lead