

## Complaints Handling Process

The National Heavy Vehicle Regulator is committed to managing all complaints in an accountable, transparent and timely way.

Our Complaints Handling Process (see policy) is based on the following principles:

- The National Heavy Vehicle Regulator is open to feedback and is committed to resolving complaints
- The Complaints Handling Process will be visible and accessible.
- The receipt of a written complaint will be acknowledged in writing within two business days where sufficient contact details have been provided
- Each complaint will be investigated objectively.
- We will attempt to resolve complaints as quickly as possible
- We will contact you at the 7th and the 10th business day, with resolution by 15 business days. Complex complaints may take longer to investigate. The complainant will be informed if the process is going to take more than 15 business days. If complaints cannot be resolved within that timeframe, customers will be informed of progress
- Your personal information will only be used for the purposes of addressing your complaint.
- Our complaints process will be reviewed regularly by feedback to ensure that we are meeting the NHVR customer complaints policy.

## How to Lodge a Complaint

If you would like to lodge a complaint about the National Heavy Vehicle Regulator, you can do so through any of the channels below:

### To Lodge a Complaint:

Visit: [www.nhvr.gov.au/contact-us](http://www.nhvr.gov.au/contact-us)

Phone: 1300 MYNHVR\* (1300 696 487)

Email: [info@nhvr.gov.au](mailto:info@nhvr.gov.au)

\*Standard 1300 call charges apply. Please check with your phone provider.  
© Copyright National Heavy Vehicle Regulator 2019, [creativecommons.org/licenses/by-sa/3.0/au](https://creativecommons.org/licenses/by-sa/3.0/au)  
Disclaimer: This information is only a guide and should not be relied upon as legal advice.

## National Heavy Vehicle Regulator Complaints Handling Process

