

Briefing Note

Our ref CAS8209
Your ref
Date 1 Feb. 23

To Acting Senior Transport Inspector Christopher Baxter

Subject CAS8209

Background

- 7 November 2022, Transport Inspector (TI) Cameron GREEN Q312 received Complaint Investigation File CAS8209 from Senior Transport Inspector Christopher BAXTER Q345, regarding a vehicle being in an alleged defective condition at time of sale.

Comment

- 7 November 2022 Contacted complainant regarding investigation process by phone. explained that due to vehicle being repaired very little TMR could do however happy to inspect if she wanted to proceed. Contacted complainant regarding investigation process by phone. explained that due to vehicle being repaired very little TMR could do however happy to inspect if she wanted to proceed. SC issued 2nd June 2022. inspection date was not given.
- 18 November 2022 received phone call from NR (Father) regarding file as NR was confused about process. TI GREEN explained complaint process and NR wanted to proceed with file. NR was going away for a week and would organise a convenient time for vehicle inspection. not inspection locked in.
- Bundall administration attempted to organise a time for vehicle inspection taking one whole day to organise without success. NR complainants' mother to re-organise another time to inspect vehicle.
- 16 January 2023, attempted to contact with no answer left message.
- 17 January 2023 received email to contact NR re vehicle inspection. TI GREEN returned Phone Call being told that they were replacing the front pads and mechanic told them they need replacing and want me to inspect. TI GREEN informed complainant that TMR could attend and inspect just need location. As NR was getting it fixed and had the day off we could either inspect at mechanic's location or she could attend Bundall TMR inspection centre. advised that NR would call back.
- 1 February 2023, no phone call received to re-organise another inspection.

Recommendation

- Due to lack of communication and cooperation the vehicle has still not been inspected more items on the vehicle have been replaced and no statements have been obtained to date, the safety certificate is more than 8 months since issue.
- Complaint is considered to be finalised.

Not Relevant



Cameron Green
Transport Inspector Q312

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