

COMMERCIAL VEHICLE TESTING COMMITMENT TO CUSTOMER SERVICE



Tástáil Ródacmhainneachta um Fheithiclí Tráchtála
Commercial Vehicle Roadworthiness Testing

Your Commercial Vehicle Testing Centre is committed to providing you with an excellent customer service and the highest standard of vehicle test.

If, for any reason, you are not satisfied with the service you received or the outcome of your test, it is important that you raise your concerns as soon as possible after the test.

Step 1: Raise your concerns with _____ who is the person in charge of the test centre. The Test Centre is obliged to record all complaints and keep a register of same. This approach will often clarify simple misunderstandings. The test centre will acknowledge your query immediately and furnish you with a response as soon as possible, but, no later than 2 working days.

Step 2: If this approach does not resolve your problem then you should write to AA Ireland, (RSA Technical Service Provider) clearly outlining your concerns. AA Ireland will acknowledge your complaint within 2 working days and will carry out a full investigation reporting to the Road Safety Authority who will issue a response to you regarding your complaint. We will endeavour to furnish you with a full response within 20 working days. However, investigations can take a lengthy period, but, you can expect to be kept up to date on the status of your complaint.

Contact details: AA Ireland, Unit D, Merrywell Business Park, Ballymount Road Lower, Dublin, D12 F1H2.

Email: CVR.RSA@theaa.ie **Phone:** +353 (0)1 9618939.

Step 3: If you are dissatisfied with the outcome of the investigation at Step 2, you do have the right to seek legal advice on any options that may be open to you.

CVRT.ie Commercial Vehicle Reform - Aiming to bring about a step change in the roadworthiness of commercial vehicles.

The aim of the Road Safety Authority is to save lives and prevent injuries by reducing the number and severity of collisions on the road. This is reflected in our maxim, **Working to Save Lives.**

Since March 2013, the Road Safety Authority is responsible for authorising and supervising Commercial Vehicle Testing Centres. A number of changes have been implemented that directly benefits you, our Customer.

- Easy to use Online Booking System for tests
- Test booking reminders and alerts via SMS or email (from your own Test Centre)
- Vehicle registration documents no longer required when presenting a vehicle to be tested
- Certificate of Roadworthiness issuing automatically by post (no need to make second journey to Motor Tax Office to get CRW)
- CRW discs displayed on vehicles as well as goods trailers
- New integrated IT system to record, process, store and manage information regarding testing of commercial vehicles by testing centres

Your opinion is important and test integrity is central to our aim. Please report any concerns in confidence to: CVRTconfidential@rsa.ie

For more information on Commercial Vehicle Roadworthiness Reform go to: **www.cvrt.ie**