

Motor Vehicle Registry Information Bulletin

G1 – Client Feedback

Effective Date: 1 July 2008

Who Should Use this Procedure?

This procedure should be used by any person(s) wishing to lodge feedback, either in the form of a comment, compliment or complaint about the Motor Vehicle Registry (MVR) or its staff.

How do you make a compliment, comment or complaint?

- Speak directly to a staff member at a MVR Office
- Complete and submit the attached A13 Client Feedback Form at a MVR Office
- Write to DPI Client Feedback, GPO Box 2520, Darwin NT 0801
- Visit www.nt.gov.au/dpi/feedback/ and complete the online feedback form
- Email feedback.dpi@nt.gov.au
- Call the Feedback System Hotline on 08 8924 7022

How will your feedback be handled?

When MVR receive a complaint, it is our policy to:

- Conduct a fair, objective and professional assessment.
- Protect your confidentiality and privacy.
- Ensure your complaint can be lodged without fear of retribution.

How long will it take?

MVR will try to resolve your complaint as quickly as possible. You can assist MVR by providing as much relevant detail as you can when you first contact MVR.

We will aim to resolve your complaint within 15 working days. Sometimes complaints are complex and will require further investigation. MVR will then reply within five working days of receiving the complaint and keep you informed of progress.

Unresolved complaints

The Ombudsman of the Northern Territory is an independent organisation that investigates complaints about Government Departments and statutory authorities. If your complaint to MVR has not been resolved, or you are not happy with the outcome, you can phone the Ombudsman for the Northern Territory on telephone 08 8999 1818 or email nt.ombudsman@nt.gov.au.

| Contact Details | |
|------------------------|--|
| Motor Vehicle Registry | |
| Telephone | 1300 654 628 |
| Facsimile | (08) 8999 3103 |
| Email | mvr@nt.gov.au |
| Web | www.mvr.nt.gov.au |
| Postal Address | GPO Box 530 Darwin NT 0801 |

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Client Feedback For Comments, Compliments and Complaints

The Transport Group of the Department of Planning and Infrastructure has established a Feedback System as a part of our commitment to providing excellent customer service.

We need to know what you think we're doing well and where you think we can improve. If you would like to provide the Department with feedback in the form of a comment, compliment or complaint, please fill in the form below or the electronic form available on the Department's internet site at www.nt.gov.au/transport/
This form can be lodged using any of the options detailed on the back of this page.

Your Details

Family Name: Given Name(s): Title (Mr/Ms/Mrs/Dr etc):.....
Company/ Organisation:
Address:
Phone No: (home) (work) (mobile)
Email: Fax:

Details of Your Feedback

Please provide details of your feedback, including the outcome you are seeking, if appropriate. You may wish to attach additional documentation:

Would you like us to reply to your feedback?

Yes No If you tick YES, please ensure you have provided sufficient contact details above.

How would you like us to reply to your feedback?

Telephone Call Email Fax Post

Form continues on reverse - please turn over.



Acknowledgement of Receipt of Feedback

This receipt to be provided to person providing feedback at time of lodgement.

Please retain this receipt and the customer receipt number as a confirmation of the lodgement of your feedback. Telephone enquiries regarding the Department of Planning and Infrastructure's feedback system, or the status of your lodged feedback, can be made direct to telephone number 8924 7022.

