

Competency Based Training Assessment (CBTA) customer complaint form

Date	
Customer details Full name	
Address	
Driver licence number	
Course details	Email address
Course type CBTA 6R (learner phase) CBTA 6F (restricted phase) Course assessment date Assessment time	
Assessor's name (if known) Details of complaint	
Details of complaint	
	Continue on a seperate sheet if necessary
Signature	Date

Please return this completed form to the course provider who conducted your CBTA course.

They will acknowledge receipt of your complaint and provide a written response to you within 20 working days.

If you are dissatisfied with the response provided by the course provider (or do not receive a reply within the required time frame), you may refer your complaint to your local NZ Transport Agency regional office for review.

It is suggested that you retain a copy of this completed form for your records.