



Book a time & date online in 60 seconds [asaproadworthys.com.au](https://asaproadworthys.com.au)

Ph. 5611 7044 E. [admin@asaproadworthys.com.au](mailto:admin@asaproadworthys.com.au)

**Locally Trusted  
for Road Safety**

Tweed Heads | Gold Coast | Brisbane | Ipswich | Sunshine Coast

## COMPLAINTS INVESTIGATION FORM

To **Submit** the form, please send all documentation via email to [admin@asaproadworthys.com.au](mailto:admin@asaproadworthys.com.au).  
Ensure to send the completed form and attach all additional documentation/photos for us to review.

### CONTACT DETAILS OF COMPLAINANT

Full Name

Mobile

Address

Email

### VEHICLE DETAILS

Year, Make & Model

Vehicle VIN#

Please Provide The Current Odometer Reading - **You must attach a photo of KM's via email**

### WHAT SERVICE/S IS YOUR COMPLAINT RELATED TO?

You may choose multiple from the following - **Must attach a copy of your Certificate/Report via email**

Safety Certificate

Pre- Purchase Inspection

Gas Certificate

COI

HVRAS Measure up

LPG Gas Certificate

**Please Specify**

Other

✓ **Pre-Purchases**

✓ **Gas Certificates**

✓ **Air-Con Regas**

✓ **Safety Inspections**

✓ **Repairs & Servicing**

✓ **HVRAS Measure-Ups**

Google

5.0 ★★★★★  
264 reviews and counting



**AIS 11491**



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## COMPLAINTS INVESTIGATION FORM

### ARE YOU THE BUYER OR SELLER?

Please mark with an X

BUYER

SELLER

If **BUYER**, Please provide **FULL** name of the seller

If **SELLER**, Please provide the ASAP Invoice/Job #

#

### DETAILS OF CONCERNS

Date Ownership Begun

Date the Issue/s occurred?

Has the vehicle had any Repairs/Services since Ownership?

Please mark with an X

YES

NO

If **YES**, Please attach the Mechanic Invoice/Work Order

### INSPECTION DETAILS

Date of Inspection

Examiner Name

Certificate # If Applicable

#

- ✓ Pre-Purchases
- ✓ Gas Certificates
- ✓ Air-Con Regas
- ✓ Safety Inspections
- ✓ Repairs & Servicing
- ✓ HVRAS Measure-Ups

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**COMPLAINTS INVESTIGATION FORM**

Please Provide a detailed account of the concerns below:


- ☒ **Pre-Purchases**
- ☒ **Safety Inspections**
- ☒ **Gas Certificates**
- ☒ **Repairs & Servicing**
- ☒ **Air-Con Regas**
- ☒ **HVRAS Measure-Ups**

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## COMPLAINTS INVESTIGATION FORM

### YOUR IDEAL OUTCOME?

What is your **IDEAL** outcome after management has reviewed this information?


Please attach any additional supporting documentation and photos via email (**maximum 6 additional photos**)

**Thank you** for taking the time to fill out & submit the form.

Please check your inbox for confirmation and summary of your feedback.

If further information is required from you, we will be in touch accordingly.

Please allow a minimum of **10 business days** for our Resolutions Team to investigate this matter thoroughly. You will be contacted via email with our response and/or action taken.

If you wish to follow up on the status of your submission after 10 business days, you can email [admin@asaproadworthys.com.au](mailto:admin@asaproadworthys.com.au).

### ASAP Resources

<https://www.asaproadworthys.com.au/faq/>

<https://www.asaproadworthys.com.au/terms-and-conditions/>

<https://www.asaproadworthys.com.au/terms-of-inspection/>

<https://www.asaproadworthys.com.au/privacy-policy/>

<https://www.asaproadworthys.com.au/disclaimer/>

- |                           |                                  |
|---------------------------|----------------------------------|
| ✓ <b>Pre-Purchases</b>    | ✓ <b>Safety Inspections</b>      |
| ✓ <b>Gas Certificates</b> | ✓ <b>Repairs &amp; Servicing</b> |
| ✓ <b>Air-Con Regas</b>    | ✓ <b>HVRAS Measure-Ups</b>       |

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