



**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.
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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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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Please Provide a detailed account of the concerns below:

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

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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.

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/>

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

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