

OIA reference: OIA-4101

03 September 2018

Randip  
[fyi-request-8524-b37fd811@requests.fyi.org.nz](mailto:fyi-request-8524-b37fd811@requests.fyi.org.nz)

Dear Randip,

**Request made under the Official Information Act 1982**

Thank you for your email of 18<sup>th</sup> August 2018 requesting the following information under the Official Information Act 1982 (the Act):

*How many complaints have you received against Automobile Association AA for issuing incorrect WOF and incorrect Entry Compliance certificates?*

*And how many of these complaints relates to AA Glen Innes branch?*

The following information falls within the scope of your request:

AA Complaints		
Year	Type of complaint	Number of Complaints
2015	WoF	1
2016	WoF	2
	Used Entry	1
2017	CoF	2
	Used Entry	2
2018	WoF	1

Of the nine complaints, made between 1 January 2015 and 20 August 2018, none related to the AA Glen Innes branch.

If you would like to discuss this reply with the NZ Transport Agency, please contact Kelly Menhennet, Advisor Complaints, at: [kelly.menhennet@nzta.govt.nz](mailto:kelly.menhennet@nzta.govt.nz).

Yours sincerely



**Michael Aitken**  
Senior Manager Operational Policy, Planning & Intelligence