

Please note that renewal of your Designation may be delayed until such time as outstanding complaints held on file are settled.

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This pamphlet is provided for the information and guidance of Designated Inspection Facility Owners and Authorized Inspectors. Should there be any conflict between the information contained herein and the standards prescribe under Section 217 of the Motor Vehicle Act or Division 25 of the Motor Vehicle Act Regulations, the standards and provisions of the Motor Vehicle Act Regulations shall prevail.

Facility operators and Authorized Inspectors are strongly encouraged to familiarize themselves with Division 25 of the Motor Vehicle Act Regulations.

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Designated Inspection Facilities



Operator & Inspector Responsibilities and Service Standards



INTRODUCTION

If you are the operator of a Designated Inspection Facility or are an Authorized Inspector working at a Facility, this pamphlet provides important information that you should be aware of.

The Commercial Vehicle Safety & Enforcement Branch (CVSE) of the Ministry of Transportation monitors the type, quantity and quality of vehicle inspections performed. Aside from strict adherence to the provisions of the Motor Vehicle Act Regulations (see Division 25 of the Regulations) and standards specified in the Vehicle Inspection Manual, you are also expected to conduct inspection business in a professional and responsible manner. The acceptable practices and standards outlined here should be viewed as minimum requirements. If you have concerns or questions in this regard, please contact your local Area Vehicle Inspector for guidance.

OPERATOR RESPONSIBILITIES

As the holder of a designation which entitles you to perform inspections on behalf of the Commercial Vehicle Safety & Enforcement Branch, you and the Authorized Inspectors who work for the Facility are held accountable for the quality and accuracy of inspections performed. Consistent with the "Declaration of Responsibility" made at the time of application, you are also responsible for ensuring compliance with procedures and standards prescribed in the Motor Vehicle Act Regulations and the Vehicle Inspection Manual.

Instances of non-compliance or poor trade practices will be brought to your attention and you will be required to take prompt corrective action. This might, for example, involve re-inspection of a particular vehicle, procedural changes relating to how inspections are performed at your facility or refresher training for Authorized Inspectors concerned. Repeated violations of this nature will lead to escalating sanctions up to and including an Administrative Show Cause Hearing which could result in the permanent removal of your Designation or the removal of an Inspector's Authorization.

- The Facility must be equipped with automotive hand tools and any other device specified for the type of vehicles being inspected (see Booklet 3 for details). Also, the physical premises must be sufficient to accommodate vehicles to be inspected (eg. commercial trailers). A safe working environment, for inspection staff and customers, is also essential.
- During your regular business hours, Area Motor Vehicle Inspectors shall be granted access to your facility and to all inspection records held on file for audit purposes.
- At your Facility, you are required to maintain at least one fully updated copy of the Vehicle Inspection Manual and Motor Vehicle Act Regulations.
- Only properly qualified Authorized Inspectors may perform vehicle inspections.
- You must ensure that access to and security of inspection decals and reports is strictly controlled at all times.

- A record of every inspection carried out at the facility must be retained for a period of not less than eighteen months.

SERVICE STANDARDS

The Commercial Vehicle Safety & Enforcement Branch occasionally receives complaints from inspection facility customers. The nature of these complaints varies considerably but there are common themes, i.e. unclear or misleading inspection costs or inspections not performed to standard.

Designated Inspection Facilities deliver a critical public service to the Commercial Transport industry and to private vehicle owners. To respond to their needs, you are expected to provide your customers with a high degree of quality assurance and professional service.

The Commercial Vehicle Safety & Enforcement Branch has established a process for recording and tracking all complaints relating to inspection activity or conduct of Facility business. Designated Inspection Facilities will be immediately advised if a complaint is received.

You must be prepared to deal with customer service related complaints in a timely (20 business days) and equitable manner, involving direct negotiation with the customer in question. Once a resolution has been reached, the Commercial Vehicle Safety & Enforcement Branch must be notified in writing (address provided overleaf). This submission should provide details of the outcome.