**Te ‘Aka‘aere‘anga o te ‘Aka‘apa‘anga**

E ‘akaivi‘anga te mea e āru mai nei, no runga i te ‘aka‘aere‘anga, i te tuku‘anga i teta‘i ‘aka‘apa‘anga, no runga i te Survivor Experiences Service.

Kāre e tuātau i ‘akatinamou‘ia, me te anoano ra koe i te tuku i ta‘au ‘aka‘apa‘anga. Te aruaru atu nei mātou iā koe, kia tuku viviki mai i muri ‘ua ake i te tupu‘anga te manamanatā, me kore ra, teta‘i mea taukore, kia rauka i reira ‘ia mātou, i te kimikimi i te manatā, ma te pa‘u viviki atu.

Me e au ui‘anga ta‘au no runga i te ‘aka‘aere‘anga o te tuku‘anga ‘aka‘apa, me kore ra, te anoano turu ra koe no runga i te tatau e te tātā, ka rauka iā koe i te ‘ārāvei mai ia mātou, na runga i te terepōni, te karere patapata, te mēre uira, me kore ra, i te mēre.

* Terepōni 0800 456 090. Te numero terepōni i roto i ‘Autirēria 1800 456 032. Ka tu‘era te au terepōni i te 8:30 i te pōpongi-4:30 i te a‘ia‘i ora Aotearoa.
* Karere patapata 8328.
* Mēre uira contact@survivorexperiences.govt.nz
* Ka rauka iā koe i te tātā mai kia matou, ki ko i te Survivor Experiences Service, PO Box 805, Wellington 6140
* Me e Taringa-turi koe, kāre e rongo meitaki ana, taringa-turimatapo, kāre e tuatua meitaki ana, me kore ra, e ngatā i te tuatua, ka rauka iā koe i te tā ‘anga‘anga i te New Zealand Relay Service. [www.nzrelay.co.nz](http://www.nzrelay.co.nz/)

**To mātou ‘irinaki‘anga:**

Ka:

* ‘Akapāpu mātou kia māmā te tuku‘anga ‘aka‘apa, no te au ‘oire tangata kātoatoa.
* Rave mātou i te au rāvenga tau, muna, e te ngākau marū, no te au ‘aka‘apa‘anga pouroa.
* ‘Akakite atu mātou kiā koe, me kua tika te katoa‘anga, me kore ra, teta‘i tu‘anga, me kore ra, me pāto‘i‘ia, ta‘au ‘aka‘apa‘anga.
* Me kua tau ta‘au ‘aka‘apa‘anga, ka tātarā‘ara atu mātou, ka tautā pakari i teta‘i ‘ua atu rāvenga ‘akatanotano‘anga, e te rave i te au mea, i te ‘akapāpu, kia kore teia e tupu ‘aka‘ōu.
* I te ‘akapāpu e, te kite nei mātou, e ka kite ‘ua atu rāi, no roto mai i te au ‘aka‘apa‘anga, i te ‘akapu‘apinga i ta mātou ka rave.

**Te au taka‘i‘anga no te ‘Aka‘aere‘anga o te au ‘Aka‘apa‘anga**

* **Te Rāvenga Rave Vave‘ia (Early Resolution)** – ko te ‘iki‘anga manako mua teia, e kāre e ‘akapeu‘anga.
* **Taka‘i‘anga 1** – Ka tukuna‘ia te ‘aka‘apa‘anga tei mātau‘ia i raro ake i te ture, na roto i te tātā‘anga, me kore ra, i te tāniuniu‘anga i te Service, e na teta‘i mānītia metua e kimikimi.
* **Taka‘i‘anga 2** – Ka tukuna‘ia te ‘aka‘apa‘anga ki runga atu, ki te Executive Director.
* **Taka‘i‘anga 3** – Ka tukuna‘ia te ‘aka‘apa‘anga ki runga atu, ki te Chair of the Board.

**Te Rāvenga Rave Vave‘ia (Early Resolution) – ko te ‘iki‘anga manako mua teia, e kāre e ‘akapeu‘anga**

Ko te ‘ārāvei‘anga atu i te tangata tei komakoma ana koe, te taka‘i‘anga mua, ma te pati atu kia rātou, me kua pu‘apinga to‘ou manatā (au manatā). Ka ‘āriki atu to mātou pupu iā koe, na roto i te:

* Terepōni 0800 456 090. Te numero terepōni i roto i ‘Autirēria 1800 456 032. Ka tu‘era te au terepōni i te 8:30 i te pōpongi-4:30 i te a‘ia‘i ora Aotearoa.
* Karere patapata 8328.
* Mēre uira contact@survivorexperiences.govt.nz
* Ka rauka iā koe i te tātā mai kia matou, ki ko i te Survivor Experiences Service, PO Box 805, Wellington 6140
* Me e Taringa-turi koe, kāre e rongo meitaki ana, taringa-turimatapo, kāre e tuatua meitaki ana, me kore ra, e ngatā i te tuatua, ka rauka iā koe i te tā ‘anga‘anga i te New Zealand Relay Service. [www.nzrelay.co.nz](http://www.nzrelay.co.nz/)

Me kāre koe i māru, no runga i tei rave‘ia, ka inangaro pa‘a koe i reira, i te āru i te ‘aka‘aere‘anga ‘aka‘apa, na roto i te turanga tei mātau‘ia, e āru mai nei:

**Te ‘akakitekite‘anga ka anoano mātou**

I te ‘akapāpu kia rave viviki ‘ia, e te pu‘apinga, me ka tika, ‘ōronga‘ia mai te ‘akakitekite‘anga e āru mai nei:

* Te katoa‘anga o te ingoa.
* Te ngā‘i no te tuku‘anga atu i te mēre, e te mēre uira.
* Te numero terepōni no te ‘ārāvei‘anga.
* Teta‘i atu au ‘akakitekite‘anga tau (teia te ‘ākara‘anga, te tuatua no runga i to‘ou, kauono, me te ‘inangaro ra koe i teta‘i).
* Te au ‘akakitekite‘anga pouroa no runga i te ‘aka‘apa‘anga – ‘ea‘a tei tupu, te tuātau / te au ra, e teta‘i atu au pēpa tau no te turu (teia te ‘ākara‘anga, te au mēre uira).
* Te pu‘apinga e ‘inangaro nei koe.
* Te rāvenga ‘ārāvei‘anga atu, te ‘inangaro nei koe (reta, mēre uira, terepōni).

Me kua timata takere ana koe, i te ‘akapu‘apinga i to‘ou au manamanatā, na roto i ta‘au i kite, e tau i reira, kia ‘ōronga mai koe i te au ‘akakitekite‘anga no runga i te tangata e ‘anga‘anga ana na matou, tei tauturu atu iā koe.

**Te tuku‘anga i teta‘i ‘aka‘apa‘anga, tei mātau‘ia i raro ake i te ture**

**Te tuku‘anga i teta‘i ‘aka‘apa‘anga tei mātau‘ia i raro ake i te ture – Taka‘i‘anga 1**

I roto i te taka‘i‘anga 1, ka kimikimi‘ia ta‘au ‘aka‘apa‘anga e teta‘i mānītia metua mei roto mai i te Survivor Experiences Service. Ka rauka iā koe i te tuku mai i ta‘au ‘aka‘apa‘anga tei mātau‘ia i raro ake i te ture, na roto i te tātā‘anga, me kore ra, i te tāniuniu‘anga.

Me ka tika, tukuna‘ia mai ta‘au ‘aka‘apa‘anga, na roto i te tātā‘anga ki te:

Complaints
Survivor Experiences Service
PO Box 805
Wellington 6140

Me kore ra, na roto i te mēre uira complaints@survivorexperiences.govt.nz.

Me te tuku ra koe i teta‘i ‘aka‘apa‘anga tei mātau‘ia i raro ake i te ture, na runga i te terepōni:

* Terepōni 0800 456 090. Te numero terepōni i roto i ‘Autirēria 1800 456 032. Ka tu‘era te au terepōni i te 8:30 i te pōpongi-4:30 i te a‘ia‘i ora Aotearoa.
* Karere patapata 8328.
* Me e Taringa-turi koe, kāre e rongo meitaki ana, taringa-turimatapo, kāre e tuatua meitaki ana, me kore ra, e ngatā i te tuatua, ka rauka iā koe i te tā ‘anga‘anga i te New Zealand Relay Service. [www.nzrelay.co.nz](http://www.nzrelay.co.nz/)

**Te tuku‘anga i teta‘i ‘aka‘apa‘anga tei mātau‘ia i raro ake i te ture – Taka‘i‘anga 2**

Me kāre koe e mareka ana i te pa‘u‘anga tei tae atu i te Taka‘i‘anga 1, tukuna‘ia atu ta‘au ‘aka‘apa‘anga ki te Executive Director of the Survivor Experiences Service. ‘Ōronga atu i te au tumu, no to‘ou mareka-kore. Ka rauka iā koe i te rave i teia, na roto i te tātā‘anga, me kore ra, i te tāniuniu‘anga.

Me ka tika, tukuna‘ia mai ta‘au ‘aka‘apa‘anga, na roto i te tātā‘anga ki te:

Complaints
Executive Director, Survivor Experiences Service
PO Box 805
Wellington 6140

Me kore ra, na roto i te mēre uira complaints@survivorexperiences.govt.nz. Me ka tika, tātā‘ia atu te tumu manako: “Complaint, attention Executive Director”.

Me te tuatua ra koe no te ‘aka‘apa‘anga na runga i te terepōni:

* Terepōni 0800 456 090. Te numero terepōni i roto i ‘Autirēria 1800 456 032. Ka tu‘era te au terepōni i te 8:30 i te pōpongi-4:30 i te a‘ia‘i ora Aotearoa.
* Karere patapata 8328.
* Me e Taringa-turi koe, kāre e rongo meitaki ana, taringa-turimatapo, kāre e tuatua meitaki ana, me kore ra, e ngatā i te tuatua, ka rauka iā koe i te tā ‘anga‘anga i te New Zealand Relay Service. [www.nzrelay.co.nz](http://www.nzrelay.co.nz/)

**Te tuku‘anga i teta‘i ‘aka‘apa‘anga, tei mātau‘ia i raro ake i te ture – Taka‘i‘anga 3 Te taka‘i‘anga ‘openga**

Me kāre koe e mareka ana i te pa‘u‘anga tei tae atu mei ko i te Executive Director, e te manako ra rāi koe e, kāre i tau te rave‘ia‘anga ta‘au ‘aka‘apa‘anga, ka rauka iā koe i te ‘ārāvei atu i te Chair of the Service. Ko te Chair te turanga ‘openga no te ‘akatanotano‘anga i te au ‘aka‘apa‘anga. ‘Ōronga atu i te au tumu, no to‘ou mareka-kore. Ka rauka iā koe i te rave i teia, na roto i te tātā‘anga, me kore ra, i te tāniuniu‘anga.

Me ka tika, tukuna‘ia mai ta‘au ‘aka‘apa‘anga, na roto i te tātā‘anga ki te:

Complaints
Chair, Survivor Experiences Service
PO Box 805
Wellington 6140

Me kore ra, na roto i te mēre uira complaints@survivorexperiences.govt.nz. Me ka tika, tātā‘ia atu te tumu manako: “Complaint, attention of the Chair”.

Me te tuatua ra koe no te ‘aka‘apa‘anga na runga i te terepōni:

* Terepōni 0800 456 090. Te numero terepōni i roto i ‘Autirēria 1800 456 032. Ka tu‘era te au terepōni i te 8:30 i te pōpongi-4:30 i te a‘ia‘i ora Aotearoa.
* Karere patapata 8328.
* Me e Taringa-turi koe, kāre e rongo meitaki ana, taringa-turimatapo, kāre e tuatua meitaki ana, me kore ra, e ngatā i te tuatua, ka rauka iā koe i te tā ‘anga‘anga i te New Zealand Relay Service. [www.nzrelay.co.nz](http://www.nzrelay.co.nz/)

Matakite: Me no runga ta‘au ‘aka‘apa‘anga i te Chair, me ka tika, tuku tika‘ia ki te Executive Director, te ka kimikimi ma te pa‘u atu.

**‘Ā‘ea te pa‘u‘anga no tāku ‘aka‘apa‘anga e tae mai ei?**

Ka ritīti atu matou i te tae‘anga mai ta‘au ‘aka‘apa‘anga, i roto i te toru ra-‘anga‘anga.
Ka pa‘u atu mātou i ta‘au ‘aka‘apa‘anga i roto i te 15 ra, mei te tae‘anga mai.
Me kāre e rauka i te pa‘u atu i roto i teia tuātau, ka ‘akamārama atu matou i te tumu o te tāvarevare, e te tuātau pa‘u‘anga e ‘irinaki‘ia nei.