**Puhala Hokotaki**

Hanei e tau puhala ma e tau tagata ne kua fia hokotaki e Survivor Experiences Service.

Nakai fai fakakaupaaga e magaaho ke ta e hokotaki. Fakamafana atu ki a mutolu ke tuku fakamafiti e hokotaki ka mole e tau lekua, ke maeke ia mautolu ke gahua mo e fakamafitifiti e fakakite manatu ki ai.

Kaeke ke fai huhu a koe hagaao ke he puhala ta hokotaki, po kua manako ke moua e taha lagomatai totou, matutaki mai ki a mautolu ke he telefoni, meli telefoni, meli hila, po ke fakahu mai.

* Telefoni 0800 456 090. I Ausetalia telefoni 1800 456 032. Ko e tau tula telefoni ko e 8:30 pogipogi-4:30 afiafi he tula Niu Silani.
* Meli telefoni 8328.
* Meli hila contact@survivorexperiences.govt.nz
* Maeke i a koie ke tohi mai ki a mautolu he Survivor Experiences Service, PO Box 805, Wellington 6140
* Kaeke ko koe tuli e tau teliga (Deaf), uka ke logona, tuli e tau teliga mo e pouli e tau mata, uka ke vagahau, ki a fakaaoga e New Zealand Relay Service. [www.nzrelay.co.nz](http://www.nzrelay.co.nz/)

**Ha mautolu a fakamooliaga ke lagomatai:**

To:

* Fakamakai a mautolu ke fakamukamuka e tau tagata ke ta e hokotaki.
* Gahua fakatatai, fakagalo mo e fai manamanatuaga fakahautoka ke he tau hokotaki oti.
* Fakailoa atu kaeke kua fakamooli, katoatoa po ke talia ha vala, po kua nakai talia e haau a hokotaki.
* Kaeke kua tonu e haau a hokotaki, to fakamolemole atu a mautolu, to lali ke fakahako e lekua, mo e taute e tau puhala ke ua liu ke pihia foki.
* Fakamakai a mautolu kua fai fakaakoaga tumau mai he tau hokotaki mo e fakamitaki atu ha mautolu a tau gahua.

**Tau Fakatokaaga ke ta e tau Hokotaki**

* **Taliaaga fakamua** – ko e talahauaga fakamua a to gahua ki ai.
* **Fakatokaaga 1** – Kua moua e hokotaki tohi, po ke hokotaki telefoni ke he Faahi Gahua mo e kua kumikumi ki ai e taha takitaki lahi.
* **Fakatokaaga 2** – Kua fakahoko atu e hokotaki ke he takitaki tokoluga ko e Executive Director.
* **Fakatokaaga 3** – Kua fakahoko atu e hokotaki ke he takitaki tokoluga ko e Chair of the Board.

**Taliaaga Fakamua – ko e talahauaga fakamua a to gahua ki ai**

Fakamua ke ole atu ke he tagata ne matutaki mo koe ke fakahako e haau a lekua. Matutaki mai mo e mafola ke he ha matolu a matakau gahua ke he:

* Telefoni 0800 456 090. I Ausetalia telefoni 1800 456 032. Ko e tau tula telefoni ko e 8:30 pogipogi-4:30 afiafi he tula Niu Silani.
* Meli telefoni 8328.
* Meli hila contact@survivorexperiences.govt.nz
* Maeke i a koie ke tohi mai ki a mautolu he Survivor Experiences Service, PO Box 805, Wellington 6140
* Kaeke ko koe tuli e tau teliga (Deaf), uka ke logona, tuli e tau teliga mo e pouli e tau mata, uka ke vagahau, ki a fakaaoga e New Zealand Relay Service. [www.nzrelay.co.nz](http://www.nzrelay.co.nz/)

Kaeke ke nakai makona haau a loto ke he tauteaga, maeke ia koe ke ta e hokotaki ke he puhala pehe nai:

**Tau talahauaga kua lata**

Ke moua mafiti e lagomatai ma e haau a hokotaki, fakamolemole ki a tuku mai e tau mena nai:

* Higoa katoa.
* Matahigoa meli fakahu mo e meli hila.
* Numela telefoni.
* Falu puhala matutaki (fakatai, tuga e higoa he haau a hukui, kaeke ke manako a koe ke fai).
* Tau talahauaga ke he hokotaki – mena ne tupu, tau aho mo e falu a fakamauaga lagomatai (tuga e tau meli hila).
* Ko e taui ne manako a koe ke moua.
* Tau puhala matutaki (tohi, meli hila, telefoni).

Kaeke kua fita ni a koe he kumi lagomatai, ki a fakakite e higoa he tagata gahua ne lagomatai a koe.

**Ta e hokotaki tohi**

**Ta e hokotaki tohi – Fakatokaaga 1**

Fakatokaaga 1, to kumikumi he takitaki lahi (senior manager) e haau a hokotaki mai he Survivor Experiences Service. Maeke i a koe ke tohitohi po ke telefoni mai e haau a hokotaki.

Fakamolemole tohi e haau a hokotaki ke he:

Complaints
Survivor Experiences Service
PO Box 805
Wellington 6140

Po ke meli hila complaints@survivorexperiences.govt.nz.

Kaeke kua hokotaki he telefoni:

* Telefoni 0800 456 090. I Ausetalia telefoni 1800 456 032. Ko e tau tula telefoni ko e 8:30 pogipogi-4:30 afiafi he tula Niu Silani.
* Meli telefoni 8328.
* Kaeke ko koe tuli e tau teliga (Deaf), uka ke logona, tuli e tau teliga mo e pouli e tau mata, uka ke vagahau, ki a fakaaoga e New Zealand Relay Service. [www.nzrelay.co.nz](http://www.nzrelay.co.nz/)

**Ta e hokotaki tohi – Fakatokaaga 2**

Kaeke kua nakai makona e loto haau ha koe taui ne mouai mai he Fakatokaaga 1, ki a tuku atu e haau a hokotaki ke he Executive Director he Survivor Experiences Service. Kua lata ke tohi hifo e tau kakano ne nakai fiafia a koe. Tohi po ke telefoni mai.

Fakamolemole tohi e haau a hokotaki ke he:

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

Po ke meli hila complaints@survivorexperiences.govt.nz. Fakamolemole tohi ke he mataulu tohi pehe nei: “Complaint, attention Executive Director”.

Kaeke kua fakailoa e koe e hokotaki puhala ke he telefoni:

* Telefoni 0800 456 090. I Ausetalia telefoni 1800 456 032. Ko e tau tula telefoni ko e 8:30 pogipogi-4:30 afiafi he tula Niu Silani.
* Meli telefoni 8328.
* Kaeke ko koe tuli e tau teliga (Deaf), uka ke logona, tuli e tau teliga mo e pouli e tau mata, uka ke vagahau, ki a fakaaoga e New Zealand Relay Service. [www.nzrelay.co.nz](http://www.nzrelay.co.nz/)

**Ta e hokotaki tohi – Fakatokaaga 3 ko e Fakatokaaga fakahiku**

Kaeke ke nakai fiafia a koe ke he tauteaga he Executive Director mo e nakai logona e koe kua hokotia e tauteaga ia, maeke ia koe ke matutaki atu ke he Chair of the Service. Ko e Chair ko ia ko e fakaotiaga he liu kumikumi ke he tau hokotaki. Kua lata ke tohi hifo e tau kakano ne nakai fiafia a koe. Maeke i a koe ke tohi po ke telefoni mai.

Fakamolemole tohi e haau a hokotaki ke he:

Complaints
Chair, Survivor Experiences Service
PO Box 805
Wellington 6140

Po ke meli hila complaints@survivorexperiences.govt.nz. Fakamolemole tohi ke he mataulu tohi pehe nei: “Complaint, attention of the Chair”.

Kaeke kua hokotaki e koe puhala ke he telefoni:

* Telefoni 0800 456 090. I Ausetalia telefoni 1800 456 032. Ko e tau tula telefoni ko e 8:30 pogipogi-4:30 afiafi he tula Niu Silani.
* Meli telefoni 8328.
* Kaeke ko koe tuli e tau teliga (Deaf), uka ke logona, tuli e tau teliga mo e pouli e tau mata, uka ke vagahau, ki a fakaaoga e New Zealand Relay Service. [www.nzrelay.co.nz](http://www.nzrelay.co.nz/)

Mailoga: Kaeke ko e hokotaki hagaao ke he Chair, fakamolemole matutaki ke he Executive Director ke taute e taha kumikumiaga mo e fakailoa atu.

**To moua a fe e fakailoaaga ke he haaku a hokotaki?**

To tauui atu kua moua haau a hokotaki nakai molea e 3 e aho gahua.
To tauui atu kua moua haau a hokotaki nakai molea e 15 e aho gahua mai he aho ne moua ai.
Kaeke kua nakai moua ha tauteaga ke he tau aho fafati, to fakamaama atu e tau kakano ko e ha ne mule ai mo e taha fafatiaga magaaho ke tauui atu.