**Fekuikuiakiga o na Faitioga**

Ko te vaega ka hohoko ko he fakaataataga o na fekuikuiakiga pe vefea mo ki latou e fia kaumai aloakia ni faitioga agai ki te tautuaga a te Survivor Experiences Service.

E hē iei he fakatapulā ki te taimi e tuku aloakia mai ai au faitioga. E fakamalohi atu ke kaumai te vaega tenei i he taimi vave kafai kua uma tenei matakupu pe ko te mea na tutupu e fita ai koe, kae ke hukehuke e kimatou ma tautali atu i he taimi vave.

Kafai e iei ni au fakafehili agai ki te auala e fakatino ai na fekuikuiakiga, pe e manakomia e koe ni fehoahoaniga agai ki te gagana, e mafai ke telefoni mai koe, meli pukupuku, imeli pe lafo mai i te meli.

* Telefoni 0800 456 090. Numela telefoni i Auhetalia ko te 1800 456 032. Nā itula telefoni 8:30am-4:30pm taimi Niu Hila.
* Meli pukupuku 8328.
* Imeli [contact@survivorexperiences.govt.nz](mailto:contact@survivorexperiences.govt.nz)
* E mafai koe ke tuhi mai kia te ki mātou i te Survivor Experiences Service, PO Box 805, Wellington 6140
* Kafai koe e tutuli, faigatā oi fakalogo, tutuli ma toe tauaho, faigata oi fakaleo na kupu pe faigata oi tautala, e mafai koe oi fakaaoga te tautaga a te New Zealand Relay Service i te tuatuhi tafakilagi tenei: [www.nzrelay.co.nz](http://www.nzrelay.co.nz/)

**Ko ki matou e tauhihi:**

E ki matou:

* Fakamautinoa ko tenei vaega e fakafaigofie ai mo tagata uma ke kaumai a latou faitioga.
* Fefaiakia uma na faitioga, i ni auala talafeagai, puipuia ma e atafaia.
* Fakailoa atu kafai ko tau faitioga na lagolagogia, pe na lagolagogia kātoa pe i ni vāega, pe e heki lagolagogia.
* Kafai ko tau faitioga e hako pe talafeagai, kimatou e fakamaulalo, ma taumafai ki te mea kua gata mai ai te matou mafai ke fakatātia tonu tenei vaega ma fakatino ni vaega ke fakamautinoa ai ko tenei vaega e hē toe tutupu.
* Fakamautinoa ko kimatou e akoakogia mai na faitioga kae ke atili fakalelei ai a matou tautuaga.

**Na vaega o na Fekuikuiakiga o Faitioga**

* **Tali vave** – ko he vaega muamua tenei ma he tautali hēki fakaaloakia.
* **Vaega 1** – Ko te faitioga kua tuku aloakia mai i ni vaega tuhituhia pe na telefoni mai ki te Tautuaga ma e hukehukea e he Takitaki Hinia.
* **Vaega 2** – Ko te faitioga kua kave fakavave ki te Fakatonu.
* **Vaega 3** – Ko te Faitioga kua kavatu ki luga ki te Takitakifono o te Komiti.

**Tali vave – ko he vaega muamua tenei ma he tautali hēki fakaaloakia**

Ko te vaega muamua ke fakatino ko te fehokotaki ki te tino na tautala koe kiei ma fakafehili ke fofō he/ni popolega o koe i he auala hēki aloakia. E avanoa koe ke fakafehokotaki mai ki te matou kauhaga kui i te:

* Telefoni 0800 456 090. Numela telefoni i Auhetalia ko te 1800 456 032. Nā itula telefoni 8:30am-4:30pm taimi Niu Hila.
* Meli pukupuku 8328.
* Imeli [contact@survivorexperiences.govt.nz](mailto:contact@survivorexperiences.govt.nz)
* E mafai koe ke tuhi mai kia te ki mātou i te Survivor Experiences Service, PO Box 805, Wellington 6140
* Kafai koe e tutuli, faigatā oi fakalogo, tutuli ma toe tauaho, faigata oi fakaleo na kupu pe faigata oi tautala, e mafai koe oi fakaaoga te tautuaga a te New Zealand Relay Service i te tuatuhi tafakilagi tenei: [www.nzrelay.co.nz](http://www.nzrelay.co.nz)

Kafai ko koe e hē fiafia ki te fakaikuga, e mafai koe ke kui i na fekuikuiakiga kua fakaaloakia venei:

**Na fakamatalaga e manakomia e ki matou**

Ke fakamautinoa ko na faitioga e mafai ke fofō fakavave ma fakafaigofie fakamolemole tuku mai na fakamtalaga ienei:

* Igoa kātoa.
* Tuātuhi.
* Numela telefoni fehokotaki.
* Ietahi vaega e mafai ke fehokotaki atu ai (fkt, na fakamatalaga ki hō hui, kafai e fofou koe ke iei hō hui).
* Na fakamatalaga uma agai ki te faitioga – na vaega na tutupu, aho ma hō ni vaega talafeagai ke lagolagogia ai (fkt, imeli).
* Te fakaikuga e momoko koe kiei.
* Auala pitohili ona lelei e fofou koe ke fakafehokotaki mai ai (tuhi, imeli, telefoni).

Kafai koe na taumafai ke fakatotoka o popolega i he auala hē aloakia, e tatau foki ke tuku mai na fakamatalaga o te tino faigaluega na fehoahoani atu.

**Tuku maiga o he faitioga aloakia**

**Tuku maiga o he faitioga aloakia – Vaega 1**

I te Vaega 1, ko tau faitioga e hukehukea e he Takitaki Hinia mai te Survivor Experiences Service. E mafai ke lafo mai tau faitioga aloakia kui i he auala tuhituhia pe vili mai.

Fakamolemole lafo mai tau faitioga i ni tuhituhiga ki te:

Complaints  
Survivor Experiences Service  
PO Box 805  
Wellington 6140

Pe imeli mai [complaints@survivorexperiences.govt.nz](mailto:complaints@survivorexperiences.govt.nz).

Kafai e tuku mai au faitioga aloakia kui i te laina telefoni:

* Telefoni 0800 456 090. Numela telefoni i Auhetalia ko te 1800 456 032. Nā itula telefoni 8:30am-4:30pm taimi Niu Hila.
* Meli pukupuku 8328.
* Kafai koe e tutuli, faigatā oi fakalogo, tutuli ma toe tauaho, faigata oi fakaleo na kupu pe faigata oi tautala, e mafai koe oi fakaaoga te tautaga a te New Zealand Relay Service i te tuatuhi tafakilagi tenei: [www.nzrelay.co.nz](http://www.nzrelay.co.nz)

**Tuku maiga o he faitioga aloakia – Vaega 2**

Kafai koe e hē fiafia ki te tautali na ke maua i te Vaega 1, e mafai ke hikitia tau faitioga ki te Fakatonu o te tautuaga mo te Survivor Experiences Service. E tatau ke tuku mai e koe ni fakamatalaga pe aihea e heki fakamaliegia ai koe. E mafai ke fakatino tenei vaega kui i te tuhi pe telefoni mai.

Fakamolemole lafo mai tau faitioga i ni tuhituhiga ki te:

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

Pe imeli mai [complaints@survivorexperiences.govt.nz](mailto:complaints@survivorexperiences.govt.nz). Fakamolemole fakaopoopo tenei vaega ki te ulutala: “Complaint, attention Executive Director”.

Kafai e hikitia te faitioga kui i te telefoni:

* Telefoni 0800 456 090. Numela telefoni i Auhetalia ko te 1800 456 032. Nā itula telefoni 8:30am-4:30pm taimi Niu Hila.
* Meli pukupuku 8328.
* Kafai koe e tutuli, faigatā oi fakalogo, tutuli ma toe tauaho, faigata oi fakaleo na kupu pe faigata oi tautala, e mafai koe oi fakaaoga te tautaga a te New Zealand Relay Service i te tuatuhi tafakilagi tenei: [www.nzrelay.co.nz](http://www.nzrelay.co.nz/)

**Tuku maiga o he Faitioga – Vaega 3 Te toe vaega**

Kafai ko koe e hē fiafia ki te tautali na maua mai te Fakatonu ma e mātau ko tau faitioga ko heki totoka lava te tautaliga, e mafai ke fakafehokotaki koe ki te Takaitaki o te Tautuaga. Ko te Takitaki ko te toe vaega ia e mafai ke hikitia kiei he apili mo ni faitioga. E tatau ke tuku mai e koe ni fakamatalaga pe aihea e heki fakamaliegia ai koe. E mafai ke tuhi pe vili mai.

Fakamolemole lafo mai tau faitioga i ni tuhituhiga ki te:

Complaints  
Chair, Survivor Experiences Service  
PO Box 805  
Wellington 6140

Pe imeli [complaints@survivorexperiences.govt.nz](mailto:complaints@survivorexperiences.govt.nz). Fakamolemole fakaopoopo ki te ulutala: “Complaint, attention of the Chair”.

Kafai e hikitia mai te faitioga kui i te telefoni:

* Telefoni 0800 456 090. Numela telefoni i Auhetalia ko te 1800 456 032. Nā itula telefoni 8:30am-4:30pm taimi Niu Hila.
* Meli pukupuku 8328.
* Kafai koe e tutuli, faigatā oi fakalogo, tutuli ma toe tauaho, faigata oi fakaleo na kupu pe faigata oi tautala, e mafai koe oi fakaaoga te tautaga a te New Zealand Relay Service i te tuatuhi tafakilagi tenei: [www.nzrelay.co.nz](http://www.nzrelay.co.nz/)

Ke mātau: Kafai ko tau faitioga e kautū ki te Takitaki, fakamolemole kave ki te Fakatonu ko ia te ia hukehukea ma tautali atu.

**E maua afea he tautali ki taku faitioga?**

E fakaamanakia e kimatou te maua o tau faitioga i loto o ni aho galue e 3.  
E tautali atu kimatou ki tau faitioga i loto o he 15 aho galue talu te maua e ki matou.  
Kafai e hē mafai ke tuku atu he tautali i loto o te taimi tenei, e fakamatala atu te mafuaaga e iei ai te tulave ma tuku atu he taimi ke tuku atu ai he tautali.