



He amuamu rānei tāu mō tētahi ratonga ohaoha?

e āhei ana
mātou te
āwhina

Ki te mea he amuamu tāu mō tō kaiwhakarato ratonga ohaoha, ka āhei pea mātou te āwhina.

He ratonga whakarite tautohe a FSCL, he mea tūwehe, kāore mō te huamoni, mā te hunga he amuamu tā rātou ki tō rātou kaiwhakarato ratonga ohaoha kāore e taea te whakarite.

Kua whakaaetia a FSCL mō tēnei mahi e te Minita mō ngā Take Kiritaki (Minister of Consumer Affairs).

Hei kōwhiringa i tua atu o te pūnaha ā-ture, he matatapu, he kōkau ake tā mātou mahi ki te kimi whakaritenga.

- ✓ He ratonga koreutu mātou
- ✓ He tūwehe
- ✓ He tōkeke

Ngā momo amuamu

Ka āhei mātou te āwhina i ngā amuamu mō ngā ratonga ohaoha whānui tonu, tae ki:

- Te whakamaheretanga ohaoha
- Te tohutohu ohaoha me te haumitanga
- Te rīanga
- Te whakaritenga rīanga
- Te whakaritenga mōkete me te ohaoha
- Te hokohoko tiri umanga
- Te pūtea taurewa me te moni tāwere
- Ngā pūtea rītāeatanga
- Te whakahaere pūtea
- Te whakawhitinga pūtea
- Te whakawhitinga pūtea i/ki tāwāhi
- Ratonga kāri nama

Kei roto i ngā amuamu mō te hua, te ratonga rānei ko:

- te pai o te tohutohu e pā ana ki te haumitanga, te whakamaheretanga ohaoha rānei
- ngā tautohenga kurutere
- ngā raruru pūtea taurewa
- te hapa ki te whakatutuki i te mea kua whakaari.

Tā mātou whāi

Ka whai mātou kia wawe, kia tōkeke rawa hoki te whakataunga o tō amuamu.

Kāore mātou e piri ki tētahi taha. Ina whiwhi amuamu mātou, ka āta tirohia e mātou ngā kōrero katoa ka homai koe, te tangata, whakahaere rānei mōna tō amuamu, ka tuku hoki kia whakautu tēnā, tēnā o kōrua ki ngā take o tērā taha.

Ka mahitahi ai mātou me ngā taha e rua kia puta pea he whakaaetanga ki te huanga tōkeke, pai hoki mō te amuamu.

Ina mea ana i tēnei, tēnā pea ka tono mātou kia whai wāhi koe ki tētahi rūnanga ā-waea, ki tētahi hohounga rongo rānei me tō kaiwhakarato ratonga ohaoha rāua ko tētahi kaiwhakahaere kaupapa o tō mātou tari.

E āhei ana mātou te whakatakoto whakatau whakamutunga ka herea ai te kaiwhakarato ratonga ohaoha, ki te kore tētahi whakataunga e whakaaetia. Ki te kore e whakatau mātou hei painga mōu, e āhei ana koe te whai whakaritenga mā tētahi tikanga kē, pērā i te Taraiipiunara Tautohenga (Disputes Tribunal), te pūnaha o ngā Kōti rānei.

Te wā hei whakapā ki a mātou

Ki te mea he āwangawanga, he amuamu rānei tāu, ko te mea tuatahi māu ko te kōrero i tēnei take ki tō kaiwhakarato ratonga ohaoha. He nui ngā wā ka āhei tō kaiwhakarato ratonga ohaoha te whakarite tika atu ai me koe te amuamu.

Ki te kore e āhei kōrua ko te kaiwhakarato ratonga ohaoha te whakatau i te raru, ka āhei mātou te āwhina.

Ngā tepe mō mātou

Ka āhei noa mātou te tiroiro ki ngā amuamu ka whakapaetia ki tētahi kaiwhaiwāhi ki tō mātou kaupapa. E wātea ana he rārangi o aua kaiwhaiwāhi i tā mātou paetukutuku.

Ki te kore koe e kite i tō kaiwhakarato ratonga ohaoha i taua rārangi, ki te ruarua koe rānei, waea mai ki 0800 347 257.

Ka whaiwhakaaro amuamu mātou mā ngā tikanga kua whakamanahia mātou. Kua rohea ngā momo amuamu e āhei ana mātou te tiroiro. Mō ētahi atu kōrero āmiki, tirohia te whārangi pātaitai "FAQ" i tā mātou paetukutuku.

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Kua whakamanahia a FSCL hei kaupapa whakarite tautohenga i raro i te Ture mō ngā Kaiwhakarato Ratonga Ohaoha 2008 (Te Rēhitatanga me te Whakaritenga Tautohe).

E whakahau nei mātou kia haere koe ki tā mātou paetukutuku i: www.fscl.org.nz:

- kite i tētahi rārangi āmiki o ngā kaiwhaiwāhi FSCL
- ako nui ai i ngā momo amuamu e āhei ana mātou te tiroiro
- ĩmēra ki a mātou ngā kōrero āmiki mō tō amuamu.



Whakapā mai

Mō ētahi atu kōrero, mō te tuku amuamu mai rānei, whakapā mai: Waea koreutu: 0800 347 257, Waea: (04) 472 3725, Waea whakaata: (04) 472 3728, ĩmēra: info@fscl.org.nz, Paetukutuku: www.fscl.org.nz
Mēra: FSCL, Pouaka Poutāpetā 5967, Te Whanganui-a-Tara 6145