

Vagahau Niue | Niue

Faahi leveki ke he tau lekua ha ko e tau fakaholoaga gahua - Tau matutakiaga mo e tau tagata Pasifika.

Ko e fakaholoaga nei nakai fai totogi mo e kua fakagahua i lalo hifo he Ikipule ne leveki ke he 'Consumer Affairs'

Ko e falu magaaho ka fai lekua mo e nakai iloa ko e heigoa haau ka taute. Kaeke kua fai hokotaki a koe ha kua nakai fialia a koe ke he tau matakau lalahi fakatai ko e haau a fale tupe, poke faahi moua moe fakafano fekau, tau faahi leveki ke he hila poke kese moe uka ia koe ke kitia ko e kautu fefe. Kaeke kua tupetupe a ko e neke mole tau tupe mo e lalahi mahaki e tau kamupani nei ke taatu ke he tau fakafiliaga.

Mailoga he fakatufono e tau lekua pihia moe kua fakatu e taha faahi ne fakahigoa fakaperitania ko e Dispute Resolutions Schemes ke lagomatai a koe mo e nakai fai totogi. Ko e Ikipule he faahi Consumer Affairs ka onoono fakamatafeiga ke he tau puhala gahua pehe nei ke lagomatai ka fai lekua e tau tagata.

Ko e heigoa e gahua he tau fakaholoaga dispute resolution schemes?

Nakai fai totogi e tau sikimi nei.

Maeke he tau faahi gahua nei ke tali haau a tau huhu, onoono ke he haau a tau hokotaki nakai fialia mo e fakakite e puhala poke matakavi kua lata ke finatu ki ai.

Ko e tau lagomatai ka fai hokotaki a ko e ke he tau faahi fakaaoga tau tupe fakatai tuga e tau fale tupe, tau faahi foaki tupe, uta fano he tau tupe mo e falu foki.

Ka fai hokotaki a koe ke he tau fakaholoaga pehe nei maeke a koe ke finatu ke he 1 mai he 4 e fakaholoaga.

- Ko e Banking Ombudsman
- Insurance & Financial Services Ombudsman
- Financial Services Complaints
- Financial Dispute Resolution Service.

Ko e Utilities Disputes ko lautolu nei ka lagomatai ke he tau hokotaki kaeke kua nakai fialia ke he tau faahi malolo hila poke tau kamupani ke he faahi kese. Ka fai hokotaki a koe ke he tau fekau pehe nei maeke a lautolu ke lagomatai a koe.

Ko e sikimi Telecommunications Dispute Resolutions maeke ke lagomatai ke he tau lekua mae tau faahi moua moe fakafano fekau tuga tau telefoni, tau fakaholoaga initanete mo e ha lautolu a tau pila kua fakafano atu kia koe.

Ko e tau sikimi Dispute Resolution moua noa mo e maeke a lautolu ke hukui a koe e tagata ne kua fakaaoga e tau fakaholoaga nei. To onoono fakamatafeiga a lautolu ke he hokotaki mo e fifili ko e heigoa kua hako moe tonu ke taute.

Haha i ai foki e tau fakaliliuaga ke he tau vagahau kehekehe he atu Pasifika pihia mo e Te Reo. To lali ia lautolu ke lagomatai a koe mo e ha lekua ne kua tuku atu kia lautolu ha ko e tau maukoloa, pisinisi poke kamupani ne fakaaoga e koe.

Kaeke kua nakai gahua e puhala ia maeke foki e faahi nei ke fai kumikuiaga mo e fifiliaga ke lata mo e pisinisi. Ko e tonuhia foki haau ke taatu e fekau nei ke he tau fakafiliaga kaeke kua nakai hokotia e tauteaga mae haau a

Maeke foki he matakau ne fae lali ke lagomatai a koe ke nakai maeke a lautolu ne fae lali ke utakehe haau a peleoafi, tamate e hila poke ha mena foki a to fai tauteaga ke he tau lekua ne kua hokotaki e koe. Ko e tau hokotaki ka tuku atu ke he tau sikimi nei to nakai maeke ke iloa he falu tagata mai fafo.

Maeke fēfē au ke matutaki ke he tau sikimi dispute resolution?

Maeke a koe ke matutaki atu ke he numela telefoni, meli hila poke falu fakaholoaga foki ke he kupega hila. Ka nakai iloa e koe ko hai ke matutaki ki ai ua tupetupe. To maeke he sikimi ke lagomatai ke matutaki atu a koe mo e faahi kua lata tonu ke lata mo e haau a hokotaki.

Ke moua falu fakalaulahiaga atu foki matutaki kia:



Banking Ombudsman: 0800 805 950

help@bankomb.org.nz

www.bankomb.org.nz



Financial Services Complaints: 0800 347 257

complaints@fscl.org.nz

www.fscl.org.nz



Insurance and Financial Services Ombudsman:

0800 888 202

info@ifso.nz

www.ifso.nz



Financial Dispute Resolution: 0508 337 337

enquiries@fdrs.org.nz

www.fdrs.org.nz



Utilities Disputes: 0800 22 33 40

info@utilitiesdisputes.co.nz

www.utilitiesdisputes.co.nz



Telecommunications Dispute Resolution: 0508

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