

Dispute Resolution Services- Outreach to Pacific Communities

Ko he tautuaga e hēai hona totoġi mā, ei lalo o te fakamalu o te Consumer Affairs

E iei nā taimi e iei ai ni o fakafitāuli, e fōliga e hēai hau mea e mafai. Kāfai e iei hō fakafitāuli ma he kamupani e vēia ko te falatupe, tau inihua pe ko he kamupani fakatupe, tau telefoni, kupega o te vāteatea, eletihe pe ko he kamupani keehi. I te mātau ko ni kamupani lalahi iēnei. Atonu e hē gafatia e koe oi kave ki te fale fakamahino

Kua manino ma iloa e te mālō na fakapopolega iēnei kua ia fakatū ai he matāgaluega e taku ko te Dispute Resolution Schemes. Ka fehoahoani tēnei matāgaluega ke fofō na fakafitāuli ma e hēai ma he totoġi. Ko te Minihitā o te Consumer Affairs ka gafa ma na vāega uma e mata i ei ai ni fakafitāuli.

Heā ta te Dispute Resolution e fai?

Ko hō he vāega e iei ai ni ō fakafitāuli ka gafa ma te Dispute Resolution e hēai he totoġi ma e he fakapito ki he itū. E mafai kē tali e kiātou au fehili ma hukehuke atili ki ō fakafitāuli.

Ko te tautuaga mo nā fakafitāuli tau tupe ei loto ai nā faletupe, tupe kaitālafu, inihua, kaitālafu taigole, lafogā tupe, fautua tupe ma nā tupe teu. Kāfai e iei ni ō fakafitāuli pe ko hau fakaheā ki nā kamupani iēnei, fakamolemole fakafehōtaki nā hikimi iēnei. Ko te Banking Ombudsman, ko te Insurance & Financial Service Ombudsman, ko te Financial Services Complaints pe ko te Financial Dispute Resolution Service.

Ko te Utilities Dispute e gafa ma o fakafitāuli tau eletihe ma te keehi. Talanoa atili ki ei.

Ko te Telecommunication Dispute Resolution ko he vāega e mafai ke fehoahoani atu mo ō fakafitāuli tau telefoni, kupega o te vāteatea e vēia ko te totōgiga o au pili.

Ko nā Dispute Resolutions Scheme e hēai hona totoġi. E tū tautahi ma e he fakapito e galue ke mautinoa ko te tino e fakaaogā e ia iēnei tautuaga e puipuia mā e holoholo lelei ia mea uma. Ko tona uiga e iei tona mālohiaga ke tuku tonu ma fakahako ni fakafitāuli. E tatau ke avanoa ki hō he tino. E lahi a lātou tuhituhiga i nā gagana a te Pasefika ma te gagana Maori, e mafai foki ke fakaaogā ni fakamatala kupu. Ka taumafai foki te Dispute Resolution ke fakafehōtaki hako te kamupani ma, ke fofō te fakafitāuli. Kāfai te fakafitāuli e he mafai ke fofō, e mafai ai loa e te Dispute Resolution ke hukehuke ma fai hana tonu ki ei ma kua gata mai ai i kinā ki te kamupani e iei ai tō fakafitāuli kae e hē mō koe. Manatua kāfai koe e hē malie ki te fakaikuga e mafai e koe oi kave tau matākupu ki te fale fakamahino.

Ka koi fai nā gāioioga a te Dispute Resolution mō te tukutonuga o tō fakafitāuli, e fakatonu foki e kilātou te kamupani na heai hā lātou fekuikuiakiga – fakatakitakiga ke kave tau tavale pe tipi tau paoa vāganā kua uma nā hukehukega. Ko au tagi ma o fakafitāuli e kave ki te Dispute Resolution e hē fakailoā ki te lauaitale o tagata. E i te vā lava o koe ma te Dispute Resolution ma te kamupani e iei ai tō fakafitāuli.

E vēfea ona fakafehōtaki e au te Dispute Resolution Service.

E mafai koe ke vili ki ei i te telefoni, imeli pe ko i luga o te kupega o te vāteatea. Ia koe nā popole kāfai e hē ke mautinoa pe ko ai te tatau ona fakafehōtaki e koe. Ko te tino e tali mai e mafai e ia oi tuku hako koe ki te vāega e tatau o na gafa ma to fakafitāuli, tena I te laupepa ka hohoko.

For more information contact:



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 98 98 98

contact@tdr.org.nz

www.tdr.org.nz