

Feedback / Complaints Form

O lou igoa:	Aso:
Tuātusi:	Numera telefoni:
Imeli:	
Auaunaga sa ofoina atu (taimi ua mavae po’o le taimi nei):	

Auiliiliina o manatu fa'aalia/ faaseā:

Fa'aaoaā ni laupepa fa'aopoopo pe a manaomia. Faapipii mai nisi faamatalaga e lagolagoina ai manatu.

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E faapefea ona e manao e soalaupule ou manatu fa'aalia/lau faasea?

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E te manao matou te faafesootai atu e uiga i lau faaseā/ou manatu fa'aalia?

☐ Ioe ☐ Leai

E faapefea ona faaleleia atili le matou auaunaga?

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Ua e fa'aailoa atu i se isi tagata? O ai

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Tangata Whaiora (Client) Rights/Aiā Tatau a Tagata

1. E mafai ona tu'uina mai sau faaseā e uiga i soo se isi lava o tagata faigaluega poo se matou auaunaga, e ala mai i lau talanoa mai pe 'e te tusi mai foi i le pule o le vaega o loo vaaia oe.
2. E mafai foi ona lafo lau faaseā i le:

The Tumu Whakarae Tauwi | Co-CEO
Presbyterian Support (Upper South Island)
P O Box 13-171, City East
CHRISTCHURCH 8141

Pe, e mafai ona e faatumuina se pepa faapitoa mo manatu fa'aalia/ faaseā i luga o le matou website: <https://psuppersouth.org.nz/contact-us/>

3. E alu atu le faamaoniga ua matou maua lau fa'aseā i totonu o aso faigaluega e 2.
4. E mafai ona fai sau filifiliga e te fia malamalama atili i ni mataupu tau tulafono poo nisi faamatalaga mai le Human Rights Commission.
5. E mafai ona e vala'au i nisi e lagolagoina oe i le faatalanoaga muamua ma nisi faatalanoaga e mulimuli ane.
6. O le a e maua se pepa tusitusia o le taulumaga o faaseā i le taimi matou te taulimaina ai lau faaseā, faatasi ai ma isi o loo auai; ma
7. E mafai ona e faafesootaia le pulega a le tagata faigaluega (pe a talafeagai).
8. E mafai fo'i ona e faafesootai e ala i se tusitusiga, i le Minister of Justice **poo** le Ombudsman.

O le fai o se fa'aseā e lē āfaina ai se auaunaga e ofoina atu ia te oe.

For office use

Feedback / Complaint received by:

Date:

Manager notified:

Date:

Issue resolved to tangata whaiora satisfaction.

Yes

No

Date of resolution:

Notes: