

# TE WHAKAHAERE KŌAMUAMU

## Managing Complaints

Mehemea e whakaaro ana he kaimātakitaki, he kaiwhakarongo rānei, kua wāwāhi tētahi hōtaka i ngā paerewa pāpāho, ka taea e ia te tuku kōamuamu ōkawa ki a koe. Mehemea he kaipāho koe, nāhau te takohanga kia whakahaerengia ēnei kōamuamu, kia whakaritea hoki he hātepe pai mō aua kōamuamu. Ko ngā kaipāho katoa me ū rātou k ngā wāhanga I - III o te [Ture Pāpāho 1989](#) me Ngā Paerewa Pāpāho i [Aotearoa – He Puka Tikanga](#).

### NGĀ HOPUNGA PĀPĀHO

Ko te kawatau me pupuri koe ki ngā hopunga pāpāho katoa mō te 35 rangi. Ina tae mai ana he kōamuamu, ka āhei koe ki te arotake i te hopunga pāpāho me te tuku urupare tōtika.

Mehemea ka tukuna te kōamuamu ki te Mana Whanonga Kaipāho (MWK), ko tā mātou e tono nei ki a koutou me hōmai he kapi o te hopunga pāpāho. He āwhina tēnei māu hei whakamārama mai i tāu na tirohanga. Nā konā hoki ka whakatūturingia kia mārama pai ai te MWK ki te ihirangi, te horopaki me te hā o te pāhotanga.

### NGĀ KŌAMUAMU ŌKAWA

Ko te kōamuamu ōkawa koirā he mea **kua tuhia** me te whakapae nā tētahi hōtaka i wāwāhi ngā paerewa e kitea nei ki roto i te Puka Tikanga. Me **mātua tautuhi** ki te hōtaka (te rangi/te wā/te rārangi/te teihana) me **tētahi (ētahi rānei) o ngā paerewa pāpāho** kua wāwāhingia.

E āhei ana te kaimuamu ki te tuku kōrero mā te īmera, mā te reta, mā te whakakī puka rānei ki runga i tōu na pae tukutuku.

Mō ngā kōamuamu ōkawa katoa me whakarite urupare te kaipāho i roto **i te 20 rangi-mahi**.

E tika ana kia whakaaroarongia e koe ngā

kōamuamu katoa i roto i te 20 rangi-mahi whai muri i te pāhotanga o te hōtaka e kōamuamungia nei. Kāore he take tā te kaipāho kia whakaaroarongia he kōamuamu mehemea kāore i tukuna mai taua kōamuamu i mua mai i te paunga o te wāhanga 20 rangi-mahi. Hāunga anō i ēnei āhuatanga e whai ake nei:

- Mehemea i tukuna mai **anō** te kōamuamu i roto i te 30 rangi-mahi whai muri atu i pāhotanga o te hōtaka
- Mehemea rānei ka tuku hāponotanga whaitake te kaimuamu tērā ko te kōamuamu tuatahi i tukuna ā-tuhi nei i mua mai o te wāhanga 20 rangi-mahi.

### HĀTEPE KŌAMUAMU

Ko te nuinga o ngā kōamuamu me tuku **tuatahi** ki te kaipāho. Nā reira me whakatūturu kia tika te hātepe hei whakahaere kōamuamu i roto i te wā tika. Hei tauira, me whakatūturu kia tuhia ōu na mokamoka whakapānga ki runga i tōu pae tukutuku, kia māmā te kite atu mā ōu na kaimātakitaki. Tērā rānei te whakarite whārangi kōamuamu ki runga i tōu na pae tukutuku me te whakarārangi paerewa, whakamārama hoki i te huarahi hei whai atu mehemea e hiahia ana tētahi kia amuamu. Me whakarite hoki he ara mo ngā kaimātakitaki kia whakapā atu ki te tira hanga hōtaka taiwhanga i te wā tonu nei e pāhongia ana taua hōtaka rā.

## Inā tae mai ana he kōamuamu ki a koe.

Tirohia kia mōhio ai mehemea i tae mai te kōamuamu i roto i te 20 rangi-mahi whai muri i te pāhotanga o te hōtaka. Hāunga i te wā ka tukuna mai **anō** te kōamuamu i roto i te 30 rangi-mahi whai muri i te pāhotanga o te hōtaka. Mehemea ka pērā, ko te tangata e tuku ana i te kōamuamu, me hoatu hāponotanga whaitake tērā ko te kōamuamu tuatahi i tukuna nei i mua mai o te wā kati 20 rangi-mahi.

## Te whakatau kōamuamu

Me mātua whakarite urupare koe (ā tuhi nei) ki te kōamuamu i roto i te **20 rangi-mahi**. Ko tā mātou e tohutohu nei kia whai koe i tēnei hātepe:

- 1. Whakaaroarongia** te kōamuamu: ki ōu na whakaaro, āe rānei i wāwāhi te hōtaka e kōamuamungia nei i ngā paerewa kua whakahuatia i roto i te kōamuamu? Ki te kore, he aha i kore ai? Tirohia tā mātou tuhinga *hei ārahi i a koe* e pā ana ki ngā paerewa
- 2. Whakataungia** mehemea āe rānei me whakamaranga te kōamuamu, kāore rānei. Ka taea te whakamaranga te katoa o te kōamuamu, tētahi wāhanga rānei o taua kōamuamu mehemea e tika ana kia pērā.
- 3. Whakataungia te ara ka whai atu koe** mehemea ka whakamarangahia he kōamuamu. Me pēnei hei whakatika i te wāwāhinga. Me tuhi hoki koe ki te kaikōamuamu hei whakamārama i te whakatau me te ara ka whai atu koe hei whakatika i te wāwāhinga, hei urupare hoki ki te kōamuamu.
- 4.** Mehemea kāore te kōamuamu e whakamarangahia, me **tuhi** hoki koe ki te kaiamuamu hei whakamōhio atu ki a ia he aha te whakatau me ngā take i pērā ai tōu na whakatau. Otirā, **he aha ai**, ki ōu na whakaaro, kāore ngā paerewa i wāwāhinga.
- 5.** Me **whakamōhio atu** hoki ki te kaiamuamu tērā he **tika tōna kia tukuna te kōamuamu** ki te MWK me kore ake pea ka whakawāngia, ka arotakengia hoki tōu na whakatau. Ko te huarahi tino pai rawa atu mō tēnei kia tāpirihia he whiti aro whānui ki te mutunga o te whakatau. Hei tauira:

*Mehemea kei te matekiri koe ki tēnei whakatau, ki ngā mahi rānei kua mahia, kei a koe te tika, i runga anō i te wāhanga 8 o te Ture Pāpāho 1989, kia tukuna tōu na kōamuamu ki te MWK (ki runga ipurangi, ki [bsa.govt.nz](http://bsa.govt.nz), ki te Pouaka Poutāpetā 9213 rānei, Te Ūpoko o te Ika), kia whakawāngia, kia arotakengia hoki te whakatau. E wātea ana tēnei huarahi (arā kia tukuna tōu na kōamuamu ki te MWK) mō te 20 rangi-mahi whai muri atu i te taenga mai o te whakatau ki a koe.*

## Ki te kore e taea e koe te tuku urupare i roto i te 20 rangi-mahi.

Mehemea he take whaikiko tāhau kia whakaroangia te wā urupare kia roa ake i te 20 rangi mahi, ka taea e koe te whakaroa te wā kia 40 ngā rangi-mahi. Me whakamōhio atu koe ki te kaiamuamu tērā kei te whakamahi koe i te whakaroatanga i mua i te paunga o te 20 rangi-mahi mai i te taenga mai o te kōamuamu, ā, me whakamārama atu he aha i pērā ai.

## TE TUKUNGA O TE KŌAMUAMU KI TE MWK

Mehemea kei te noho matekiri te kaiamuamu ki tōu na whakatau, tērā rānei kāore koe i tuku urupare i roto i te 20 rangi-mahi, ka taea e te kaiamuamu te tuku i te kōamuamu ki a mātou.

Ko te tukunga nei, **kāore e taea** te whakaaranga i ētahi take hou, paerewa hou rānei kāore i ahu mai i te kōamuamu tuatahi ki a koe. Ka mutu, ahakoa i whakamarangahia te kōamuamu tuatahi, tēnā pea ka hiahia te kaiamuamu kia amuamu e pā ana ki tōu na mahi whai muri atu i tēnā hei urupare.

Ka tae mai ana he kōamuamu:

- 1.** Ka tuhi reta mātou hei whakamōhio atu ki a koe kua tae mai he kōamuamu ki te MWK
- 2.** Ka tonoa koe kia tukuna mai he kapi o te hōtaka e kōamuamungia nei, ā, ka whaiwāhi koe kia tuku kōrero e pā ana ki te kōamuamu.
- 3.** Ko āu na kōrero ka tukuna ki te kaiamuamu mō tā rātou kōrero whakamutunga. Ka tukuna he wā ki a koe hei urupare.
- 4.** Mutu ana tēnā ka riro mā ngā kaimahi o te MWK e whakatikatika te kōamuamu hei whakatau mā te **MWK**.

Ko tā mātou whāinga kia whakaratohia he hātepe kōamuamu pai, nā reira tēnā koa me whai ngā angawā kua whakatakotohia e mātou.

## Te Whakatau a te MWK

Ka pānuihia e te MWK ngā tuhinga katoa e hāngai ana ki te kaupapa, **ka mātakitaki, ka whakarongo** hoki ki te hōtaka.

Mehemea kāore te kōamuamu e whakamarangahia, ka tuhia te whakatau, ka tukuna ai ki a koe, ki te kaiamuamu hoki.

Mehemea ka whakamarangahia te kōamuamu, tēnā pea ka hiahia te MWK kia whakaputaina he **tono**. Ka tukuna ki a koe, ki te kaiamuamu hoki, te whakatau hukihuki. Ka whaiwāhi kōrua tahi kia tukuna o **kōrua whakaaro** e pā ana ki te tono tika.

Ko te whakatau whakamutunga ka whakaputaina e te MWK. Ko tāna he whakaputa kōrero kia ki ai

mehemea kua whakapuakihia he tono. Ko te mana o ngā tono nei i ahu mai i te Ture Pāpāho. Ko ngā momo tono pērā ki te tono kia whakaputaina he tauāki whakatika (kitea whānuitia ai tēnei momo tono), tae noa ki te tono kia whakamutua te pāpāho mō tētahi wā (me uaua kē ka kitea tēnei momo tono).

Mutu kau ana te whakamōhio atu ki ngā tāngata, ko ngā whakatau katoa ka pānuihia ki runga i te pae tukutuku o te MWK. I ētahi wā ka whakaputaina hoki he pānui pāpāho.

Ko te whakatau ka taea te **pīra** (hononga) ki te Kōti Matua. Waihoki ka taea te **arotake ā whakawā nei**.

Tēnā koa whakapā mai ki a mātou mehemea kei te hiahia pārongo atu anō koe mō te whakahaere kōamuamu, mō ngā hātepe rānei a te MWK. Waea mai ki **0800 366 996**, imerahia rānei **info@bsa.govt.nz**.

## HE KUPUTAKA

**takohanga** – *responsibility*

**kawatau** – *expectation*

**urupare** – *response*

**ihirangi** – *content*

**horopaki** – *context*

**hā** – *tone/tenor*

**hāponotanga whaitake** – *reasonable proof*

**whakamaranga** – *uphold*

**matekiri** – *dissatisfied*

**whiti aro whānui** – *standard paragraph*