

‘Okapau te’ ke lāunga fekau‘aki mo e Polisi’, ko e ngaahi me‘a eni ke ke ‘amanaki ki ai...

- » ‘e ‘ave ‘a ho‘o lāunga’ pea te nau ngāue fakamātoato ki ai
- » te nau toka‘i mo faka‘apa‘apa‘i ‘o ngāue ki ai
- » he‘ikai ke fai ha filifilimānako ki ai
- » ke ‘eke ha ngaahi fehu‘i pea ma‘u atu ha ngaahi tali ‘oku fakafiemālie
- » ko ho‘o lāunga’ ‘e fakatotolo‘i mo ‘ikai filifilimānako
- » ke ma‘u atu ‘a e fakahokofatongia ‘a ha tokotaha fakatonulea
- » ke ma‘u atu ha fale‘i fekau‘aki mo e founga ngāue ‘e fai ki ho‘o lāunga’
- » ‘e lekooti ‘a ho‘o lāunga’.



‘Oku taumu‘a ‘a e Polisi’ ke fakahoko ‘a e faifatongia lelei taha’ ‘i he taimi kotoa pe, ka ‘okapau ‘e hoko ha palopalema ‘oku fiema‘u ke ke fakahā mai ia.

Founga ke fakahoko ‘aki ha **lāunga** fekau‘aki mo e Polisi’

Ki ha toe fakamatala pe ha tatau ‘o e foomu lāunga’

- ‘ahi‘ahi ki he uepisaiti ‘a e Polisi’ ‘i he www.police.govt.nz/complain
- ‘eke ‘i he ‘api polisi fakafeitu‘u’
- fetu‘utaki ki he IPCA (**0800 503 728 pē** www.ipca.govt.nz)

‘Oku tokoni ‘a e ho‘o lāunga’ ki he Polisi’

‘Oku hoko ‘a ho‘o lāunga’ ko ha founa ke tokoni ki hono fakalakalaka ‘a e ngāue ‘a e Polisi’ pea mo e ‘ulungaanga ‘o e kau Polisi’.

Taimi ke lāunga ai’

‘Oku tonu ke’ ke lāunga ‘okapau ‘oku’ ke tui:

- » ‘oku fehālaaki ‘a e ngāue ‘a e kau polisi’
- » na’e ‘ikai tokanga’i lelei koe ‘e he kau polisi’
- » ‘oku ‘ikai te’ ke fiemālie ki he fakahokofatongia ‘a e Polisi’.

‘E lava pē ke ke lāunga fekau‘aki mo e:

- » ‘ulungaanga kovi ‘a e Polisi’
- » ‘ikai fakahoko ‘e he Polisi ‘a hono fatongia
- » founa ngāue ‘a e Polisi’, ngaahi fokotu‘utu‘u’ mo e tu‘utu‘uni’
- » tu‘unga ‘o e faifatongia kuo’ ke ma‘u atu.

Founa ke fakahoko ‘aki ‘a lāunga’ fekau‘aki mo e Polisi’

E lava ke’ ke fakahoko ‘a e founa lāunga ‘e ua:

Fakahā ‘o e ta’e fiemālie:

Ki ha keisi ma‘ama‘a pe ‘oku ‘ikai te’ ke fu‘u fiemālie ki he sēvesi na’e fakahoko ‘e he kau Polisi’ pea ‘oku ke fiema‘u ha fakamatala.

Ko e fakahā ‘o ho‘o ta’efakafiemālie ‘e ngāue ki ai ‘a e polisi fakafeitu‘u’, pea te’ nau ngāue mo koe fekau‘aki mo e me‘a ‘oku ke tokanga ki ai’.

Lāunga’:

Ko e founa tau‘atāina ke tali ‘aki ‘a e lāunga’ fekau‘aki:

- » mo e ‘ulungaanga kovi pe ta’e fakahoko fatongia ‘o ha taha ‘o e kau Polisi’
- » mo e taha ‘o e ngaahi tu‘utu‘uni, founa ngāue’, pe fokotu‘utu‘u ngāue ‘a e kau Polisi’
- » Ko e tu‘unga ‘o e ngāue na’e fakahoko’.

Founa ke fakahā ‘aki ‘a ho‘o ta’e fiemālie

- » Fetu‘utaki tohi pe telefoni pe ko ha‘o a‘u tonu ki ai. Tohi pe te’ ke lea ki he ‘ofisa pule ‘o e ‘api polisi’ pē te’ ke fetu‘utaki mai ki he polisi’ ‘i he www.police.govt.nz/complain

Founa ke fai ‘aki ha lāunga

- » ‘Alu ki ha ‘api polisi pea ke fakahā ange ‘oku ke fie fai ha lāunga fekau‘aki mo e Polisi’.
 - ‘Okapau ‘oku ‘ikai ke lava pe ‘oku ke faingata‘a‘ia ‘i hono fakahoko he ‘api polisi’ ‘e lava pē ke nau fokotu‘utu‘u ke ‘initaviu koe ‘i ha feitu‘u kehe.
 - ‘Oku tali lelei pē ke’ ke ha‘u mo ha fakafofonga lao, hao maheni pe kainga ‘i he taimi ‘oku ke fai ai ho‘o lāunga’.
- » Fakahoko ha‘o lāunga fekau‘aki mo e Polisi’ ‘o fou he uepisaiti ‘a e kau Polisi’
www.police.govt.nz/complain
- » Faitohi ki he Komānita Polisi Fakafeitu‘u. ‘Oku hā honau fakaikiiki’ ‘i he tohi telefoni hinehina’ pe ko e uepisaiti ‘a e kau polisi
www.police.govt.nz/complain
- » Faitohi hangatonu pē ki he Komisiona Polisi’ ‘i he Police National Headquarters, PO Box 3017, Wellington 6140.
- » Fetu‘utaki ki he Mafai Tau‘atāina ki he ‘Ulungaanga ‘o e kau Polisi’ (IPCA):
 - fai ha‘o lāunga he neti’ ‘i he **www.ipca.govt.nz**
 - telefoni ta’e totongi ki he **0800 503 728**; pē
 - faitohi ki he IPCA ‘i he PO Box 5025, Wellington 6145; pē
 - ‘imeili ho‘o lāunga ki he IPCA ‘i he **enquiries@ipca.govt.nz**
- » Talanoa pe faitohi ki ho‘o Mēmipa Falealea’.