

Te Ratonga Whakatika Raruraru Aratuku (“TDR”).

Ko te TDR he ratonga **kore-utu, motuhake** hoki hei āwhina ki te whakatika taupatupatu i waenga i ngā kaihokohoko me ō rātau pakihi aratuku.

Ko tā mātau mahi ko te hōpara tika i ngā amuamu. Ka whakarongo mātau ki ngā taha e rua o te kōrero me te titiro ki ngā kōrero meka. **Kāore he utu ki ngā kaihokohoko ki te whakamahi i tēnei ratonga.**

Mēnā he amuamu tāu mō:

- tō waea, waea whakaahua rānei
- tō waea pūkoro
- tō hononga ipurangi
- tō pouaka whakaata waea, tatau rānei
- neke mai i tētahi pakihi aratuku ki tētahi atu

tērā pea ka taea e mātau te āwhina i a koe.

Ko ētahi mea kāore e kapihia e mātau:

- ngā utu
- ngā whakaaturanga kōtui
- ngā waea ki 111

Mō te katoa o te rārangi, tirohia ngā pārongo mō Ngā Momo Raruraru e Kapihia ana ([Types of Disputes Covered](#)).

I mua i te tuku Amuamu:

Ka taea e koe te whakamahi i ngā pepa i runga i tēnei paetukutuku ki te tuku amuamu ([make a complaint](#)), engari me mōhio koe i ētahi mea i te tuatahi:

- Ko te pakihi mōnā o amuamu me noho hei mema o te kaupapa ([member of the scheme](#)).
- **Me tuku e koe te amuamu ki tō pakihi aratuku i te tuatahi.** Ki te kore e tau ki a koe te whaihanga i te amuamu tērā rānei kāore anō koutou kia tae ki te whakataunga i ngā wiki neke atu i te ono, ka āhei mātau te titiro ki tō raruraru.
- Tērā pea he āwhina ki a koe kei tā mātau whārangi o Ngā Pātai Auau ([Frequently Asked Questions](#)) i mua i tō tuku amuamu, kia titiro ai ki ngā momo mea e kapihia ([sort of things are covered](#)), me ngā mea kāore e kapihia ana.

Te Tuku Amuamu ([Make a Complaint](#))

Ka taea e koe te tuku amuamu mā te ipurangi.

Tangohia te Pepa ([Download Form](#))

Ka taea rānei te tango i tā mātau pepa ka tuku mai ki a mātau.

Kei konei koe e āhei ana te tiki ā-ipurangi i te pānui whakamārama a TDR ki te reo Māori