Asiasiga ʻoloʻo loma a le Komesina Faʻauluulu o Sulufaʻiga

#### ʻUpu Tomua

ʻO le matāfaioi a le Komesina Faʻauluulu o Sulufaʻiga ʻo le asiasia lea o le faiga ma le vaʻaiga o tagata i nofoaga taofia - e sā ona ʻe tulaʻi ʻese mai ai i lou faitalia. E aofia ai ma i latou e maua i le Koviti -19 ʻoloʻo puleaina faʻanofoʻesea ʻātoa ma ē e nonofo i nofoaga puipuia.

E faʻatagaina e le Komesina Faʻauluulu o Sulufaʻiga ana ʻAuasiasi e ulufale atu ʻi se nofoaga i lalo o lana pule e ao mai ai faʻamatalaga e uiga ʻi le tausia ma le puipuia lelei o āiā a tagata ʻoloʻo nonofo ai.

#### ʻO mea e faia i le asiasiga

E iai le talitonuga ʻo lenei asiasiga e oʻo atu ʻi le lua itūlā, ma ʻe iai le naunauga o le ʻauasiasi toʻaitiiti a le Komesina Faʻauluulu o Sulufaʻiga ʻina ʻia faʻaitiitia ni faʻalētonu e tulaʻi mai.

ʻOleʻā sāvavali le ʻauasiasi ʻi totonu o le nofoaga ma mātau le faʻatinoga o a latou gāluega. E ono tuʻituʻi faitotoʻa o nisi potu ʻina ʻia tatala ma iloa ai tōtōga ma teuga o potu, ʻauā se ata manino o foliga o le siʻosiʻomaga o le nofoaga.

ʻOleʻā taumulimuli le ʻauasiasi i puipuiga ma tulāfono mo le saogalēmū o le nofoaga, e aofia ai ma le ʻofuina o Lāʻei Patino mo le Puipuia o le Saogalēmū [Personal Protective Equipment –(PPE)].

#### ʻO se ʻauala ʻe te fesoasoani ai ʻi le asiasiga

ʻO faʻamatalaga a ʻi latou ʻoloʻo lokamauina i nofoaga puipuia puleaina faʻanofoʻesea, poʻo nofoaga puipuia, e uiga i tulaga poʻo le faiga o i latou, ʻo se vaega tāua lea o asiasiga a le Komesina Faʻauluulu o Sulufaʻiga.

ʻA māeʻa le asiasiga, e puʻupuʻu se taimi e va ai ona valaʻau atu lea i le ʻimeli poʻo le tesi [text] ʻe te ʻauai i se suʻesuʻega e faia i luga o le ʻinitaneti, e uiga i lou olaga feagai ai i le nofoaga ʻoloʻo e iai. ʻA iai se isi ʻoloʻo nofo i ʻinā e leʻi maua atu sona valaʻaulia e ʻauai i le suʻesuʻega, ma e manaʻo e ʻauai i le suʻesuʻega, e mafai ona latou talosaga mai i se soʻotaga faʻaʻimeli i le tuātusi lea: [MIQ@ombudsman.parliament.nz](mailto:MIQ@ombudsman.parliament.nz). Faʻamolemole faʻaaogā le igoa lea “MIQ survey”.

E faia foʻi se talanoaga puʻupuʻu ma nai tagata toʻaitiiti ʻoloʻo nonofo i le nofoaga i le taimi lea e fai ai le asiasiga, i luga o le telefoni poʻo le Zoom i se aso faʻatulagaina. ʻĀfai ʻe te manaʻo e faʻatalanoaina ʻoe, ʻimeli mai faʻamolemole ʻi le [MIQ@ombudsman.parliament.nz](mailto:MIQ@ombudsman.parliament.nz) pe telefoni le numera O8OO 8O2 6O2. Faʻaaogā le igoa “MIQ interview”. ʻOleʻā taumafai le ʻauasiasi e faʻatalanoa i latou ʻuma e faʻafesoʻotaʻi mai.

Soʻo se faʻamatalaga lava e tuʻuina mai ʻiā ʻi matou i le taimi o suʻesuʻega ʻoleʻā teu malupuipuia. E lē mafai ona faʻailoa se tagata i līpoti poʻo ni faʻamatalaga ʻautū a le Komesina Faʻauluulu o Sulufaʻiga.

ʻO faʻamatalaga e maua mai ʻi le asiasiga ʻoleʻā faʻaaogāina e faʻamaopoopo ma tusi ai ni fautuaga a le Komesina Faʻauluulu o Sulufaʻiga mo le faʻaleleia o le nofoaga, ma lona faia lelei o tagata. E saunia foʻi lana lipoti o le nofoaga, ma e ono mafai ona lōmia.

#### Faʻaseā

E asiasi ʻe le Komesina o Sulufaʻiga fale puleaina faʻanofoʻesea ʻātoa ma nofoaga puipuia mo le taofia o le solia o āiā. ʻO lana matāfaioi mo nei asiasiga e lē aofia ai le taliaina o ni faʻaseā.

ʻA iai sau faʻaseā e uiga i se nofoaga puleaina faʻanofoʻesea poʻo se nofoaga puipuia, faʻafesoʻotaʻi mai le Pule o Nofoaga [Facility Manager] poʻo le Faʻauluulu o le Nofolelei [Wellbeing Coordinator]. E mafai foʻi ona ʻe faʻafesoʻotaʻia le Vaega Fofō Faʻafītāuli [Resolutions Team] e vaʻaia nofoaga puleaina faʻanofoʻesea ma nofoaga puipuia, i luga o le ʻinitaneti pe telefoni foʻi le numera O8OO 476 647 [vili fua]. Mo nisi faʻamatalaga e uiga ʻi le faʻatinoga o se faʻaseā, ma le pepa o le faʻaseā, e maua i le: <https://www.miq.govt.nz/about/contact-us/complaints-procedure/>.

ʻĀfai ʻua ʻuma ona ʻe faia lea faʻaseā ma ʻe te talitonu e leʻi maua sou toʻomaga lelei mai se matātā o le mālō [pei ʻo le Matātā o Pisinisi, Faʻafouga ma Gāluega poʻo le Matāgāluega o le Soifua Mālōlōina], e mafai lava ona fesoasoani le Komesina Faʻauluuluga o Sulufaʻiga.

E ono mafai ona fesoasoani atu foʻi le Komesina Faʻauluuluga o Sulufaʻiga peʻāfai na ʻe talosaga mo se faʻatagaga ʻe te lē nofo puipuia ai, ma ʻua ʻe manatu e iai se mea ʻua faʻalētonu ʻi le faʻatinoga o lau talosaga. Mo nisi faʻamatalaga faʻaopoopo e uiga ʻi le faʻagāoioiga o le fesoasoani a le Komesina Faʻauluuluga o Sulufaʻiga, asiasi le ʻupega tafāʻilagi ʻi le: <https://www.ombudsman.parliament.nz/what-we-can-help/complaints-about-government-agencies/how-make-complaint>

#### Faʻamatalaga faʻaopoopo

Mo nisi faʻamatalaga faʻaopoopo e uiga ʻi polokalame asiasi a le Komesina Faʻauluulu o Sulufaʻiga, asiasi ʻi le tuātusi ʻupegatafāʻilagi lea: <https://www.ombudsman.parliament.nz/what-we-can-help/monitoring-covid-19-managed-isolation-and-quarantine-facilities>.

ʻA iai ni au fesili e uiga ʻi le atinaʻega o le polokalame a le Komesina Faʻauluulu o Sulufaʻiga mo asiasiga o nofoaga puleaina faʻanofoʻesea poʻo nofoaga puipuia, ʻimeli mai matou ʻi le: [MIQ@ombudsman.parliament.nz](mailto:MIQ@ombudsman.parliament.nz). E mafai foʻi ona ʻe asiasi mai ʻi la matou tuātusi o le ʻupegatafāʻilagi i le Facebook [@ombudsmannz].