

Where to get more help with resolving a complaint

Teaching the Topic

Sometimes when we make a complaint we're not happy with the response we get. If we are unhappy with how our complaint has been dealt with, we may need to take it further.

In New Zealand there are free, independent agencies that may be able to help people who are not happy with how their complaint has been handled.

Resources

- *Making complaints about Government Agencies* brochure from the Office of the Ombudsmen.
- List of agencies and contact details on Complaint Line New Zealand, www.complaintline.org.nz. This site lets you search by the name of the agency or the type of complaint you have.

Suggested activities

- Together visit www.complaintline.org.nz and discuss the different agencies listed – what does each one do?
- Role play making a phone call to a complaints agency, and record it. Listen together and correct any language problems.
- Read the *Making complaints about Government Agencies* brochure from the Office of the Ombudsmen – ask the learner to highlight unfamiliar words or phrases and together work out their meaning.

Using the Worksheet

Introductory activity: Has the learner ever been in a situation when they weren't happy with how their complaint was handled? What did they do next?

This activity involves reading a diagram summarising the steps a person should take when making a complaint about goods or services. The learner checks their understanding by matching words with definitions.

Main learning points

- You can ask a family member, friend or support person to help you when you want to make a complaint.
- In New Zealand there are also free, independent agencies that may be able to help people with unresolved complaints.
- It is important you keep accurate records of any conversations or correspondence (letters and emails) as you make a complaint. If you keep a diary, make notes about when you complained and what happened. Then, if you need to take your complaint further, these agencies have the right information to help you.

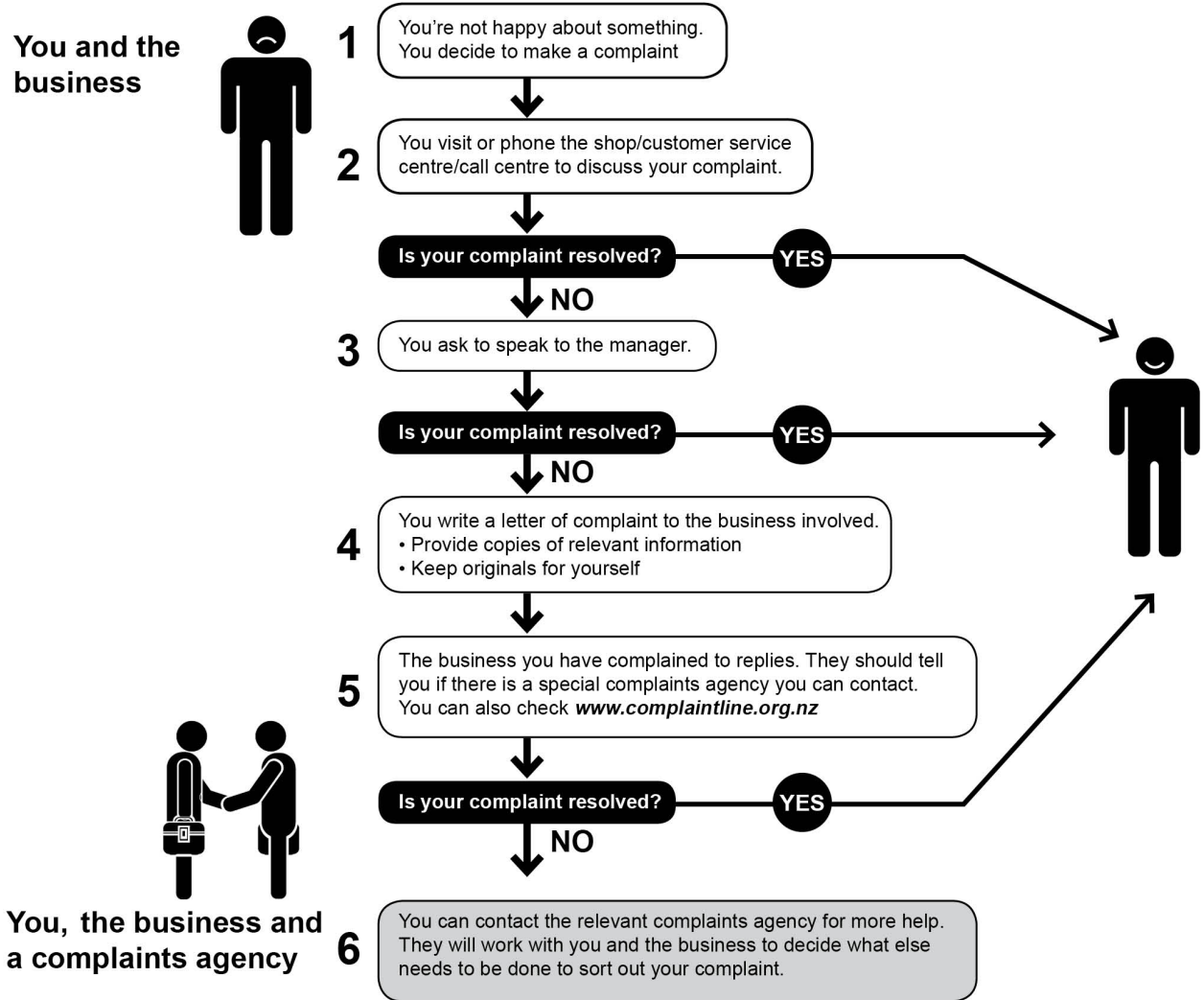
Language

- Verbs associated with complaints – *to dispute, to escalate, to acknowledge, to investigate, to mediate, to resolve, to settle.*
- Other relevant vocabulary – *Ombudsmen, Commissioner, agency, complainant, independent, consumer, advocacy, misconduct, provider, solution, decision, judgment, justified, binding, remedy, satisfaction, rights, recommendation, dispute resolution scheme.*

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I need more help!

In New Zealand we have special complaint agencies that may be able to help you if your complaint is not resolved. This diagram shows you the steps you should take when making a complaint about goods or services you have received.



Based on English Language Partners New Zealand's 'Give it a go' DIY tasks and worksheets for ESOL home tutors and learners. (2009)

Below are some words used in this diagram. Match each one to the correct meaning from the list on the right.

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|---------------|--|
| 1. agency | To find a solution |
| 2. to resolve | To phone, write to, or go and see |
| 3. original | A document that is not a copy |
| 4. to contact | A business or organisation responsible for a certain subject or industry |