

Learning to complain

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A group of specialised complaint handling organisations has developed resources for teaching the language of complaint to new speakers of English. The resources are available free online for anyone to use.

The group has previously worked together to produce www.complaintline.org.nz, an online directory to help people identify the right place to make a complaint.

The organisations' research suggests people from minority groups are under-represented as complainants. People who speak languages other than English, or are not confident readers, are less likely to use specialised complaint handling services.

The resources are being sent to community organisations to use in language classes or by home tutors. Anyone can download the sheets from www.ombudsman.parliament.nz or www.complaintline.org.nz.

The language of complaint resources cover four topics:

- It's OK to complain
- Complaints about goods or services
- Writing to complain
- Where to get more help with resolving a complaint

Several of the complaint handling organisations that developed the resources will be speaking about their work at the Consumer Affairs Consumer Rights Day in Tauranga today and will launch the group initiative.

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Members of www.complaintline.org.nz

NZ Dispute Resolution Service
(Domain Name Commission)
www.dnc.org.nz

Advertising Standards Authority
www.asa.co.nz

Banking Ombudsman
www.bankombudsman.org.nz

Broadcasting Standards Authority
www.bsa.govt.nz

Commerce Commission
www.comcom.govt.nz

Electricity & Gas Complaints Commissioner
www.egcomplaints.co.nz

Financial Dispute Resolution
www.fdr.org.nz

Financial Services Complaints Ltd
www.fscl.org.nz

Health & Disability Commissioner
www.hdc.org.nz

Human Rights Commission
www.hrc.co.nz

Insurance & Savings Ombudsman
www.iombudsman.org.nz

Judicial Conduct Commissioner
www.jcc.govt.nz

New Zealand Law Society
www.lawsociety.org.nz

Office of the Ombudsman
www.ombudsman.parliament.nz

Press Council
www.presscouncil.org.nz

Privacy Commissioner
www.privacy.org.nz

Real Estate Agents Authority
www.reaa.govt.nz

Telecommunication Dispute Resolution
www.tdr.org.nz

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