Iyi service ni kubusa, mwibanga, kandi ubwigenge bw'abatanga service kurugero ibitaro, amashirahamwe atanga service, ama ajanse ya leta, na Amavuriro na Commissionaire w'Ibimuga Ubundi kandi bakingiwe n'amategeko amwe nk'Ibitaro na Commissionaire w'Ibimuga service y'ubuvugizi irubura kuri Diregiteri w'igenga w'Ubuvugizi.

Ubuvugizi n'inzira nziza yo gucyemura ibyifuzo, kandi mubisanzwe niyo nzira yihuta kurenza izindi.

... ku mavuriro naba Commissionaire w'Abaremaye?

Commissionaire areba kuri buri kibazo kandi agahitamo ahari ko ari ngombwa cyangwa bikwiriye gufatirwa ingamba zifatika. Commissioner arashobora rero:

- ohereza ikibazo ku ivuriro no kubavugizi babantu batishoboye ngo bafashashe umuntu gucyemura ikibazo cye;
- ohereza icyifuzo cyawe kubakozi maze babigufashemo;
- gereranya ikibazo muyindi ajanse kurugero muri Ministeri y'Ubuzima, abayobozi b'ibarura bakora ibintu bijanye no kuvura, Commission Zigenga cyangwa Ispecteur w'Uvuzi bw'Indwara zo Mumutwe mukarere; cyangwa
- Gutohoza ikibazo. Mumibare mike y'ibyifuzo Commissionaire ashobora guhitamo gutangira ipereereza nyakuri. Ipereereza rishobora gufata umwanya runaka Commissionaire ntaba afite aho abogamiye kandi aba akeneye guhangura buriwese ufite uruhare mugusaba ngo babone ibitekerezo byabo. Atari usaba ukorerwaho ipereereza wabonetse yishe Kode;
- Ushobora gutegereza communication yaburi gihe iva kubiro bya Commissionaire kugeza batanze icyemezo cyanyuma. Ushobora kandi gutegereza ko ibisobanuro hejuru yuburyo Commissionaire yemeje gukora kucyifuzo cyawe n'uburyo icyemezo cyanyuma kimeze.

Ese utanga ubufasha azahanwa niba uburenganzira bwanjye bubaye butarubahirijwe?

Commissionaire arashobora kurebera ikibazo kuri Diregiteri Ugikurikirana mugihe uburenganzira bw'umukiriya bwagaragaye mugihe cy'ipereereza rya Commissioneire. Iyi ntambwe ifatwa unshuro nke y'ipereereza ry'abarenganijwe. Diregiteri n'umushinja cyaha wigenga ushobora gufata ikibazo akakijana Murukiko Mpanabyaha rw'Abakozi Bubuvuzi (HPDT) cyangwa Murukiko Rureba kandi Uburenganzira bw'Ikiremwa muntu (HRRT), cyangwa byombi. Amakuru yerekeye Diregiteri Ukurikirana ikibazo cyategerewe n'Urukiko ashobora kuboneka kurubuga rwa HDC.

Nshobora kobona indishi z'akababaro niba uburenganzira bwanjye bwubahirijwe?

Commissionaire ntambaraga izarizo zose afite zo gutanga indishi z'akababaro. Abakozi bashobora kwemera kubona kandi nkuruhande rumwe mugucyemura ikibazo. Abakiriya bamwe bashobora kuba bemerewe na ACC itanga indishi z'akababaro niba yaragize imvune ye wenyine iva mubuvuzi bwabo. Mubibazo bimwe nabimwe, indishi zitangwa na Commissionaire wa HRRT.

Amakuru Arambuye Na Adresse Zacyu

Amakuru arambuye n'infashanyo, cyangwa gutegura uburezi n'amasomo y'imyimenyerezo hejuru ya Kode y'Uburenganzira, cyangwa amakuru asaba kubijanye no kwivuganira wenyine cyangwa uburyo ki ushobora kurekarama, menyesha:

Service y'Ubuvugizi Mugihugu hose

Telefone y'ubuntu 0800 555 050
Fax y'ubuntu 0800 2787 7678
Email advocacy@hdc.org.nz

Ubuzima na Commissionaire w'Abaremaye
PO Box 1791, Auckland
Auckland ph/TTY (09) 373-1060
Wellington (04) 494 7900
Utundi turere ph/TTY 0800 11 22 33 | Fax (09) 373 1061
Email hdc@hdc.org.nz | Urubuga www.hdc.org.nz

Ndagusaba baza niba wifuza kuvugisha umu avocat ufite icyerekezo cy'impunzi/abajvahanze.

Kinyarwanda

Nationwide
Health & Disability Advocacy
Nga Kaitautoko

Uburenganzira bwawe ukoresha ubwishingizi by'ubuzima cangwa service zifasha abatishoboye muri New Zealand n'uburyo ki ureclama

A service provided under the Health & Disability Commissioner Act 1994.
www.hdc.org.nz

KODE Y'UBURENGANZIRA

Ufite uburenganzira

Umuntuwese ukoresha ubwishingizi cangwa service z'abatishoboye bafite protection ya Kode y'Uburenganzira. Umu commissionaire w'igenga azamura kandi akarinda ubu burenganzira munsi yamategeko ya New Zealand bita Health and Disability Commissioner Act 1994.

Uburenganzira bwawe mugihe uhabwa ubuvuzi cangwa service z'abantu batishoboye

Kode y'Uburenganzira iguha uburenganzira kubintu 10 Ibi ni:

1. Kuvurwa wubashwe.
2. Kuba wovurwa nabi ntakibyemeza cangwa utarobanuwe.
3. Uburenganzira bwo kubashwa n'ubwigenge.
4. Guhabwa service nziza no kuvurwa witaweho kandi mubuhanga bwinshi.
5. Guhabwa amakuru ushobora kumva neza muburyo bugufasha kuganira n'abantu batanga iyo service.
6. Guhabwa amakuru ukeneye kumenya hejuru y'ubuzima bwawe cangwa ubumuga bwawe; kuba service zatanzwe n'amazina n'inshingano z'abakozi; nkuko amakuru ajanye n'igipimo icyaricyo cyose n'inzira ukeneye na resulta y'igipimo icyaricyo cyose. Muri New Zealand, abantu bahatwa kubaza ibibazo no kubaza hejuru yamakuru menshi kugirango baba fashye kumva igihaye gikorwa.
7. Gufata icyemezo wenyine hejuru yo kuvurwa kwawe, no guhindura ibitekerezo byawe.
8. Kugira abantu bagufasha mugihe cyose.
9. Kuba ufite ubu burenganzira bwose saba niba usabwe kugira uruhare mubushakashatsi bwo kwiga cangwa amasomo yo kwigisha no gutoza abakozi.
10. Uburenganzira bwo kureclama kandi ibyo uvuga bigahabwa agaciro.

GUSABA NO GUCYEMURA IMPAKA

Niki nokora niba nfite ikibazo cangwa ntishimiye service, cangwa hariho ikintu cyagenze nabi, kandi nkumva ko uburenganzira bwanjye butubahirijwe? Ushobora:

- ubugane n'umuntu uguha ubuvuzi, cyangwa umuntu ubishinzwe, nkuko ashobora gucyemura;
- ufashwe kandi ushigikirwe n'umuryango n'inshuti kugira ngo uzamure ikibazo cyawe hamwe n'abatanga iyo service;
- shakisha inkunga y'aba avocat bigenga kugira ngo bagufashe gukemura ikibazo cyawe. Ibisabwa kugira ngo ube wamenyesha aba avocat muby' ubuvuzi cangwa muma service y'abafite ubumuga biri ahandi hantu muri izi nyandiko.

Kubera iki ngomba kureclama mubyo narenganyijwemo?

Gusaba kurenganurwa n'inzira nziza yo kuzamura uburyo bwiza bw'imikorere. Abantu benshi bahabwa izi service basaba kurenganurwa bavuga ko badashaka ibyababayeho ko biba kubandi. Abahabwa ubu buvuzi mubisanzwe babona bafashijwe cyane bamenye ibyabaye bisobonura kandi bagasaba imbabazi kubyabaye. Abakozi benshi babibona bibafasha cyane bamenya ikibazo cy'umukirira kugira ngo babashe kugira igikorwa bakora kugira ngo bacyemure icyo kibazo. Umwanya umwe ibi bishobora gutera impinduka mumikorere n'uburyo service zitangwamo bikagira umusaruro mwiza kubandi bakiriya. Umukiriya abibana ko ari byiza kumva intambwe abakozi bazatera kugira ngo bateze imbere service zabo.

Gusaba kurenganurwa

Ufite uburenganzira bwo kuvuga icyo warenganijwemo kuba kozi munzira ikoroheye. Urashobora kwerekana akababaro kawe uvuga, uhibereye cyangwa kuri telephone; cyangwa ubyandika mu ibaruwa, fax, cyangwa imeyili.

Ushobora gutanga ibyo usaba kuri:

- kumuntu cyangwa abantu ushaka ko bagutegera;
- umuntu mu bikorwa bimwe, abafasha cyangwa ishirahamwe rishinzwe kwakira ibyifuzo (urugero: umuyobozi mwiza cyangwa umukuru wakira ama reclamasiyo mubitaro cyangwa mw'ishirahamwe);
- ibitaro by'igenga n'avavugizi babantu bamugaye batishoboye;
- Ubuzima n'Ukuriye abantu Bamugaye.

Niki nshobora gutegereza mugihe n'atanze reclamasiyo zanjye

... ku abakozi?

Umukozi wese agomba gutegera ikibazo cyawe kandi akakumvisa hejuru y'ikurikiranwa ry'icyifuzo cye kandi n'ikizaba nyuma yo kwerekana ibyo yarenganijwemo. Ushobora gutegereza ko ibyo usaba ko bisubizwa muburyo bwihuta, kandi hakaba ibisobanuro kuri buri cyemezo n'igikorwa cafashwe nkigisubizo cy'ibyo usaba.

... ku ivuriro n'abavugizi babantu baremaye?

Amavuriro n'abavugizi babantu batishoboye naba Service y'Ubuvugizi Mugihugu hose bazategera icyo wifuza hanyuma bagusobanurire amahitamwo ashoboka kugira ngo bakemure ikibazo cyawe. Umuvugizi aba ari muruhande ry'uhabwa izo service kandi azafasha kandi abane nawe mubikorwa uzahitamo gufata kugira ngo urangize ikibazo cyawe.