

**We aim to
provide
great service
to you
every day**

**E whai ana
mātau ki te tuku
ratonga tino
whakaharahara
ki a koe i ia rā**

Whether you



click



call



visit

Ahakoā koe ka



pāwhiri



waea mai



haere mai

You can expect

Respect

We treat you with empathy and understanding. We listen to you and respect your culture, values and time.

Integrity

We're fair and impartial. You can trust us to do what we say we'll do. We take care of your information and protect your privacy.

Service

We care about you and are committed to providing a safe environment. We work together to help you get the information you need – no matter how or where you contact us.

Excellence

We're here to help you. We're always seeking to improve our services and we value your feedback. If we make a mistake, we want to make it right.

Ko tāu hei tūmanako ko te

Whakaute

Ka manaaki, ka whai mahara ki a koe. Ka whakarongo ki a koe me te whakaute i tō ahurea, uara, wā hoki.

Pono

He tika, he tōkeke tō mātau āhua. E pono ana ka tutuki i a mātau tā mātau i kōrero ai. Ka manaakitia e mātau ō mōhiohia me tō tūmataitinga.

Ratonga

Ka manaaki mātau i a koe, ā, ka pūmau ki te whakarite i tētahi wāhi haumaruru. Ka mahi tahi mātau ki te āwhina kia whiwhi i a koe ngā mōhiohia e hiahia ana koe – ahakoā te āhua, te wāhi rānei i whakapā koe.

Hiranga

Kei konei mātau ki te āwhina i a koe. Ka ū tonu mātau ki te whakapai ake i ā mātau ratonga, ā, he mea nui tō urupare. Ki te hē mātau, kei te hiahia kia whakatikahia.



If you'd like to give us feedback or make a complaint about our service today, please contact us on our website at justice.govt.nz/contact-us



Mēnā e hiahia ana koe ki te tuku urupare mai, ki te tuku amuamu rānei mō tā mātau ratonga, whakapā mai i tā mātau paetukutuku i justice.govt.nz/contact-us