

drok vaata-naaM bao pasaaAao

AaombaDsamaonanao firyaad krval

AaoTolaao to jahor saMdoSaavyavahar saovaa Aapnaar tqaa tomanaa ga`ahkao
maaTonal AaombaDsamaona saovaa Co.

Amao saMdoSaavyavahar AaombDsamaona (AaoTolaaO) nal kcaorl CIAo, AaombaDsamaona saovaanal gaaozvaNa saava-jinak saMdoSaavyavahar pU\$ paDnaaraAao Anao toAaonaam ga`ahkao vaccaonal gaorsaMmaitAaonaao jkola laavavaa maaTo krvaamaam Aavaola Co°

Aaofkaomao Amaarl saovaaAao maMjUr krl Co°

Amaarl saovaa svatM~ Co°

Aa pi~ka Amao SauM krlAo Co Anao Amaarl saovaanaao koval rlto laaBa laovaaO Ao ivaYao tmanao maahtl AapSao°

Amao AaSaa raKIAo Co ko Aa puistka tmanao jo maahtlnal j\$r Co Ao tmanao AapSao, to CtaM jao tmanao vaQau maahtlnal j\$r haoya tao kRpa krlnao Amaarao saMpk-krSaaO.

Amaarao saMpk-krvaa maaTonal ivagatao panaam naM. 19 pr Co°

AnauEmaiNaka

AaoTolaaO SauM Co ?

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jahor saMdoSaavyavahar saovaa Aapnaar (PCP) eTlao SauM ?

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tmao kyaa p`karnal firyadaaonaao inakala krao Cao ?

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maa~ saBya kMpnalAao saamaonal j firyadao

5

saMdoSaavyavaharnal saovaaAaonaa p`karao

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firyaad kaoNa krl Sako ?

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Amao SauM krl SakIAo Anao SauM naa krl SakIAo

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Amao tmanao madd\$p qavaa Amao hajr CIAo

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SauM AovauM k[pNa Co ko jonaao]kola tmao naa krl Sakao ?

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firyaad krvaanaao yaaogya samaya kyaaro ?

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huM firyaad koval rlto krl SakuM ?

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tmao koval rlto firyadaaonaum inarakrNa krao Cao

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AnaOapcaairk rlto inarakrNa krlnao

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ivaiQasar inaNa-ya

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tmanao jaNa krval

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vastuisqaitnaao koval rlto laaval inavaoDoa laaval Sakaya ?

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SauM maaro tmaara inaNa-yanao svalkarvaao j r(ao ?

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SauM Aa saovaa svatM~ Co ?

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tmao naaNaaMklyBaMDaoL koval rlto maolvaao Cao ?

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kaona kaona Co ?

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AaombaDsamaona

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pirYad

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saBya saimait

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huM tmaarao saMpk- koval rito saaQal SakuM?

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manao balja kaona madd krl Sako ?

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saBya kMpnalAao

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AaoTolaao SauM Co ?

jao tmanao jahor saMdoSaavyavahar saovaa Aapnaar (PCP) saaqaqo firyaadnaum inaraktNa laavavaamaam kao[mauSkolal haoya, tao Amao tmanao madd krl Sakle°

Aa saovaa ina:Saulk Anao svatM~ Co° AaombaDsamaona Ao ek eval vyaikt Co ko ज्यारो त्माओ आओ कम्पनाल साम्मत नाा का[सकाओ को जो त्मानाओ साव्वाआओ आपो को, तव्वा साम्जाओगाओमाओ क्वा प`कान्नाओ प्गलाओ ला[सकाया तनाओ इनाना-या क्रो को.

Amaa\$ kaya- firyadaonal spYT cakasaNal krvaanauM Co° Amao jo kM[pNa baabat haoya tonal baajuAaonao saaMBaLIAo CIAo Anao hkiktao]pr Kasa Qyaana AaplAo CIAo°

jahor saMdoSaavyavahar saovaa Aapnaar (PCP) eTlao SauM ?

PCP Ao evaa p`karnal kMpnal Co jo naagairkao Aqavaa naanaa vahoparIAaonao valjanau saMdoSaavyavahar saovaaAao Apao Co. da.t. to faona kMpnal Aqavaa [nTrnaoT saovaa Aapnaar (ISP) pNa hao[Sako.

tmao kyaa p`karnal firyadaonaao inakala krao Cao ?

maa~ saBya kMpnaIAao saamaonal j firyadao

Amao eval firyadaonaao inakala krlyao Cle ko jo jahor saMdoSaavyavahar saovaa AapnaaraAao saamao krvaamaaM Aaval haoya ko joAaoAo Aa saovaa maaTonal "saBya kMpnaI' qavaa maaTo ekrar kyaa- haoya.

GaNal kMpnaIAao tonal saByaao Co° jao tmaarl kMpnaI AaoTolaamaaM jaoDa[Co, Ao cakasavaaM haoya tao Amaarl vaobasaa[Tnao www.otelo.org.uk pr cakasaNal krval EaoYz Co Aqavaa tmao Amaara pUCprC TukDInao 0845 050 1614 Aqavaa 01925 430049]pr faona krl pUCI Sakao Cao°

saMdoSaavyavahar saovaaAaonaam p`karao

Amao nalcao jNaavyaa maujbanal firyadaonaao inakala krlAo CIAoÁ

- tmanao tmaara maaobaa[la Anao isqat laa[nanaao faona, foksa Anao [nTrnaoTnal saovaaAao k[rito pUrl paDvaamaaM Aavao Co to AMgao;
- TUMka saMdoSaaAaonal saovaaAao (SMS, ToxcrIMga trlko pNa jaNaltl), vaao[sa'mao[la Anao kaola phaoMcaaDvaa joval koTlalk saovaaAao AMgao; Anao

- Saarlirk xaitvaLa laaokao maaTonal saovaaAao Anao]%padnaao jovaaM koo ToxT rllao (Aok AaproTrnal saovaa jo Avaajnao ToxTmaaM ToxTnao AvaajmaaM ÉpaMtirt kro Co) Anao maft DIrokTrlnal ina:Saulk pUCprC°

firyaad kaoNa krl Sako ?

jao tmao Aok Gargaqqau vabraSakar hao Aqavaa ek naanaa vyaaparl ga`ahk hao tao tmao Aa saovaanaao]pyaaoga krl Sakao Cao. naanaa vyaaparl e Co ko jo Aaval saovaaAao Aapnaar saaqaqo vaaiYa-k £5000 qal AaoCao Kca- kro Co. jao vyaaparmaaM 10 ko toqal AaoCI vyaikt kama krtl haoya Anao Aanaaqal vaQau Kca-qatao haoya tao Amao toval firyaadaonaao pNa inakala krlyao Cle. Amanao firyaad krval haoya tao tmao nalcao jNaavyaa maujba haovaa jao[e.

saBya kMpnaI 1 Aqavaa ga`ahknaa p`itinaiQa saaqaqo krar qayaaqo haoya tovaao ga`ahk.

- joNao Aok ga`ahk 1 Aqavaa Aa vyaiktnaa p`itinaiQa banavaa maaTo kaya-vaahl krl haoya; Aqavaa
- kao[pNa vyaikt ko jo Aa saovaa Aqavaa]%padnanaao]pyaaoga kro Co to ivaYao firyaad kra[haoya, ko jonal pasao firyaad krvaqo ivaYao ga`ahknaI laoiKtmaaM maMjUrl haoya.

jyaaro tmao AamaaMnaI kao[pNa mauSkolalnaI firyaad krl rhyaa haoya %yaaro tmao]pr jNaavaola kao[pNa ek kxaamaaM Aavata haovaa jao[e°

Amao SauM krl SakIAo Anao SauM naa krl SakIAo

Amao SauM krl SakIAo Anao SauM naa krl SakIAo Ao Amaarl Sartao (Amaarl jvaabadarIAao) Anao inayamaaomaaMM nakkl krolauM Co° Aa pi~kamaaM mau#ya baabatao jNaavaola Co° Amaarl Sartao Anao inayamaaonao vaaMcavaa Amao tmanao Aavakarle Cle ' kRpa krlnao Amaarl pasao tonal nakla maaMgaao Aqavaa salQaosalQaa Amaarl vaobasaa[T]pr jaAao www.otelo.org.uk

Amao e nakkl krlSauM ko tmaarl firyaad Amaarl Sartao saaqaosausaMgat Co ko koma Anao SauM Amaarl pasao Aonaao inakala krvaanal sa<aa Co ko nahIM°

tmanao madd\$ p qavaa Amao hajr CIAo

jao tmaarl firyaadnaao Amao inakala krl Sakle ko koma to AMgao tmaaro jao cacaa-krrval haoya tao kRpa krlnao Amanao faona krao.

Saum AovauM kM[pNa Co ko jonaao tmao inakala naa kri Sakao ?

ha, firyadnaa koTlaak evaa xao~ao Co jomaam tonaao inakala krvaanal Amanao maMjUrI naqal° jo nalcao jNaavyaa p`maaNaoo CoÁ

- jo]%padnaao Aqavaa saovaaAao ko jo saBya kMpnaIAao pasaoqal Kridayaola naqal Aqavaa BaaDo laIQaolal naqal;
- Tolalfaona Anao maaobaa[la'faonanaa qaaMBalaaAaonauM sqal;
- tmaarl imalakt prnaam kobalaaoo Anao vaayarIMga;
- [nTrnaoTnal saa[ToanauM maaLKuM;
- faona kaola, [1'mao[la, SMS (Texts) Aqavaa balja kao[pNa p`karnaa saMdoSaanaum maaLKuM;
- ip`imayama dro saovaa pUrI Aapnaar ivaYaonal firyadao;
- eval samasyaoo ko jonaao Amaarl maanyata Anausaar Adalatao, lavaad saovaaAao Aqavaa Anya firyadnal kaya-vaahIAao maarft vaQau saarl rito inakala qa[SakSao;
- mauSkolalAao ko jonaao inakala Adalatao Aqavaa balY firyadaonal kaya-vaahIAao Wara qa[r(oa haoya;
- saBya kMpnaIAaomaam vyavasaaiyak Anao kma-caarlAaonaaM ivavaadao;
- evaa ikssaaAao ko jonaoo Amao iknnaaKaor Aqavaa Anyaayal gaNale CIAo;

- saBya kMpnaIAao Wara Amauk]%padna Aqavaa saovaa pUrl paDvaa AMgao laovaayaola vyaaparI inaNa-yaaO, AnaO tonal Sartao ko jo hozL Aa saovaaAao pUrl paDI Sakaya;
- Aa saovaaAao pUrl paDvaa ivaYao Toilafaona saovaaAao AapnaaraAao vaccaonal AsaMmait°

firyaad krvaanaao yaaogya samaya kyaaro ?

tmao Amanao firyaad krao Ao pholaa, tmaaro p`qama tmaarl kMpnaInao firyaad krolal haoval jao[Ao° tmaaro toAaonal firyaadaonal kaya-pwitnao Anausarval jao[Ao, ko jo toAaonal kaya-vaahlnaa maaLKamaaM AavatI haoya. Aama krvaaqal tmaarl kMpnaInao mauSkolalnao]kola laavavaa maaTo yaaogya tk maLo Co° jao Aa kaya--wpit ivaYao tmanao AsaMtaoYa haoya tao tmao Amaarl saaqaao saMpk- saaQal Sakoa Coa.

Amao tmaarl firyaadnao kyaaro svalkarI SakIAo Ao ivaYao koTlaak inayamaao Co°

tmanao tmaarl mauSkolalnaI jyaaro Kbar pDo %yaarqal 12 maasanal maudt sauQalmaam tmao tmaarl saBya kMpnaInao jaNa krl haoval jao[e. joqal da.t. 30 saPTombar 2003 naa raoj tmanao ema laagao ko tmaara Toilafaona ibalamaam kao[mauSkolal Co %yaaro tmao tmaarl saBya kMpnaInao Aa baabatnal jaNa 29 saPTombar 2004 sauQalmaam krolal haoval jao[e.

sanao 2003 naao saMdoSaavyavaharnaao AiQainayama 30 saPTombar 2003 naaM raoj kayadao banyaao° toqal tmaaro Aa baabato jo kM[firyaad krval haoya to Aa idvasao ko %yaar pCI Aqavaa tmaarl kMpnaI Aa saovaamaam jaoDa[haoya to tarIK e baomaamqal jo vaholauM haoya to tarIKo Aa firyaad krvaamaam Aavaola haoval jao[e.

jao tmao tmaarl kMpnaInao firyaad krola haoya toa evaa bao p`karnaam saMjaogaa Co ko jo Anvayao tmao Amanao tomaam jaoDI Sakao Cao. jo nalcao maujba Co°

jao saMtaoYakark p`gait na qatl haoya tao

tmaaro tmaarl kMpnaInal firyadaonal to j kaya-pwitAoanao Anausarval j jao[Ao ko jo toonaam nalitinayamaao maujba haoya Anao to rlto tmaarl mauSkolalnaao]kola laavavaa ~Na maihnaanal maudt Aapval jao[Ao° jao tmaarl firyaad kyaa-naaM ~Na maihnaa pCI pNa jo rlto Aonaao]kola laavavaamaaM Aaval rhyaa haoya to ivaYao tmanao saMtaoYa na haoya, tao tmao to baabat Amanao saaoMpl Sakao Cao°]dahrNa triko, kMpnaIAo tmaarl firyadnaao kdaca jvaaba na AaPyaa haoya Aqavaa jo rlto Aonaao]kola laavavaamaaM Aavyaa haoya Aonaaqal tmanao saMtaoYa naa haoya°

tmaarl mauSkolal AMgao kMpnaInao p`qama jaNa kyaa-nal tarIKqal nava maasanal maudt sauQalmaam tmaaro AmaaruM Qyaana daorolauM haovauM jao[e.

maDagaamz saj--ayaola hoaya toa to AMgao tmaarl kMpnaI pasaoqal p~ maolVavaa ivaYao

tmaarl kMpnaI wara A~oqal kao[kaya-vaahl qa[SakSao nahIM to AMgaonaao p~ maLo , da.t. toAao ema kho ko toAao tmaarl firyadnaaM]kola maaTonal kao[j kaya-vaahl kri Sako toma naqal Anao toAao to maaTo Asamaqa- Co. tonao Amao 'SaUnya kaya--vaahlnaao p~' khIAo CIAo°

Aa p~nal tairKqal C maihnaa sauQalmaam tmao tmaarl firyaad Amanao maaoklal Sakao Cao°

huM firyaad koval rito krl SakuM ?

jao tmaarl pasao [nTrnaoTnauM jaoDaNa haoya tao tmao Amaa\$ Aaonalaana
firyaadnauM p~k Barl Sakao jo vaobasaa[T www.otelo.org.uk]pr]plabQa Co° Aa foama-
- pNa tmanao inaNa-ya laovaamaaM madd krSao jao tmaarl firyaad Aoval hoaya ko
jonaao]kola Amao laaval SakIAo ko koma°

tmao Amanao 0845 050 1614 Aqavaa 01925 430049]pr faona krl Sakao Cao°
ToxTfaona ga`ahkao Amanao 18001 0845 051 1613 Aqavaa 18001 01925 430886]pr
faona krl Sako Co° tmao Amanao enquiries@otelo.org.uk]pr [1mao]la pNa krl Sakao
Cao°

Amaarao saMpUNa- saMpk- qa[Sako to maaTonal ivagatao pana 19]pr jNaavaolal Co°

jyaaro tmao Amaarao saMpk- krao, %yaaro Amao tmanao pUCISauM ko SauM
banyauM Co Anao Amao nakkI krlSauM ko SauM Amaarl pasao tmaarl firyaadnaao
]kola laavavaanal sa<aa Co° jao Amao krl SaklSauM, tao Amao ivagatao AokzI krlSauM
Anao tmanao Aok BarolauM foama-- cakasavaa, sahl krvaA Anao tmaarl pasao tmaarl
firyaadnao sahaya\$p jo baQaa dstavaojao to saaqao paCuM maaoklavaa maaTo
maoaklaSauM° Amao Joraoxa naklaaonaAM AaQaaro kama krvaA raY CIAo° Aok vaKt
Amaarl pasao Aa maaihtI Aavao, pCI j saMSaaoQana p`iEyyaa Sa\$ qaSao°

firyaad foama--naaM]dahrNa Anao Amanao jonal j\$r Co tovaa tmaara pUrK dstavaojao
ivaYao maaTonal maaihtI maaTo Amaarl vaobasaa[T]pr juAao.

firyaad foama--maaM saHIM kyaa-qal tmaarl kMpnaI tmaarl firyaadnao ivacaarvaa
Amanao madd\$p qatl Amanao kao[pNa maaihtI Aapo tao Ao maaTo tmao saMmat
qaaAao Cao °

tmao koval rito firyaadaonauM inarokrNa krao Cao ?

Amao Aok svatM~ saMsqaa CIAo° firyaadaonauM inarokrNa nyaayal Anao JDpl Jkola laavavaao Ao Amaa\$ kaya- Co°

tmaarl firyaad Amaara inayamaao Anao Sartaomaam Aavao Co ko koma to cakasalnao Amao tonaao Sakya toTlaao JDpl inakala krlSauM. %yaar pCl Amao tmanao jaNa pNa krlSauM.

jao Amao tmaarl firyaad nahIM svalkarle Anao tmao saMmat qaSaa tao Amao kMpnaInao pUCISauM ko tmaarl firyaad ivaYao A%yaar sauQal koma AavauM banyauM Co tonaam karNaao jNaavaao.

firyaad koTlal gaUMcavaNaBarl Co Anao koTlal JDpqaI Amao tonal sa%ya hkiktao maolval SakIAo CIAo tonal Jpr tonaa inakalanaao AaQaar rholao Co Aa hotusar Amanao madd\$ p qavaa maaTo, jyaaro tmao saHIM krolauM p~k paCuM maaoklaao %yaaro tmaaro Amanao firyaadnal baQal ivagatao maaoklaval jao[e. Amao naklaao wara pNa KuSalqaI kaya- krlSauM. tpsanal kaya-vaahl drimayaana jao Amaaro vaQau ivagataonal j\$ hSao tao j Amao tmanao jaNa krlSauM.

jao Amao Jkolanaa inaNa-ya sauQal pahaoMcalSauM tao Amao tmanao tonaa karNaao saihtnal p`aqaimak jaNa krlSauM. Aa samayao jao tmanao j\$rl laagao ko Amaarl Aa baabatmaam kao[BaUla qaaya Co toa %yaaro tmao tmaarl firyaad ivaYao j\$ jNaayao vaQau ivagatao maaoklal Sakao Cao ko joqal Amaara inaNa-ya Jpr saacaao p`kaSa pDI Sako Aqavaa tao tmaarl pasao kao[Aga%yanao navaao puravaao haoya ko jo Amaara inaNa-ya maaTo yaaogya maaga-dSa-k banal rho. tmaaro Aa ivagatao laoiKtmaam maaoklaval jao[e ko joqal AaombaDsamaona tonaao AKrl inaNa-ya laotl vaKto tonal ivacaarNaa krl Sako.

Amao jyaaro Aa p`iEYaa pUrI krlle %yaaro Amao tmanao AaombaDsamaonanaa AaKrl inaNa-yanal Aok nakla maaoklalSauM°

AnaOapcaairk rito inaraktNa krlnao

koTlalk vaar Amao AivaiQasarnaao inakala laavavaanaao p`yaasa krlSauM ko jo Amanao to idSaamaaM inakalanaI naYk laavaSao°

]dahrNa trlko, jao, jyaaro Amao tmanaoo tmaarl fa[la ivaYao pUCIAo, %yaaro tmaarl kMpnaI Amanao kho Co ko toAao tmaarl firyaadnaao]kola laavavaa Amaarl madd ivanaa tpasa maaTo vaQauM k[k krl Sako Co, Amao toAaonao Aama krvaatk Aapvaa saMmat pNa qa[Ao° %yaar pCI toAaoAo Aapola]kolaqal tmanaoo saMtaoYa Co ko koma to Amao cakasale Cle°

ivaiQasar inaNa-ya

jao Aok AivaiQasarnaao inaNa-ya inaYfL jaya, tao tmaarl firyaad AMgaonal saGaLI maaihtlnoo Amao cakasalSauM ko SauM tmaarl firyaad maaTo Amao madd krl SaklSauM ko koma. Amao Ao pNa ivacaarlSauM ko tmaarl kMpnaIAo tmaarl firyaadnaa]kola maaTo kao[kaya-vaahl krval jao[Ao ko nahIM Anaoo ivaiQasarnaao, svatM~ inaNa-ya to AMSao la[SauM°

tmanaoo jaNa krval

firyaadnaa inakalanaa fL sva\$po jo kaM[qaaya tonaa inaNa-yanal laoiKt jaNa Amao tmanaoo krlSauM.

vastuisqaitnaao koval rito laaval inavaoDoa laaval Sakaya ?

jao AaombaDsamaona tonaao inakala krvaanaao jo inaNa-ya lao, Anao tmao to svaikarao, %yaaro tmaarl kMpnaI inaNa-ya saaqao saMmat rhoSao Anao to maujba kaya-vaahl krSao° AaombaDsamaona tmaarl kMpnaInao nalcao jNaavaolamaaMqal kao[pNa Aqavaa baQal hkiktao maaMgal Sako Co°

-]%padna saovaa Aqavaa koTlaaMk vyavaha\$ pgalaaMAao ko jo tmanao laaBadayal haoya°
- xamaayaacanaa Aqavaa spYTta°
- naaNaaMklya purskar°

A%yaar sauQal AaoCamaaM AaoCao purskar lagaBaga £70 joTlaao htaoo Anao vaQaumaam vaQau purskar £4000 joTlaao rhyaa Co° Aama CtaM AaombaDsamaona, £5000 joTlauM vaQauM purskar Aapl Sako (VAT saiht) jao to ivacaaro ko Aok caaokksa ivavaadnaao]kola laavavaa Ao yaaogya purskar Co tao°

joqal frlqal AavauM na banao to maaTo AaombaDsamaona tmaarl kMpnaInao tonal nalitivaYayak kaya-vaahlmaaM forfar krvaa BalaamaNa pNa krl Sako Co.

SauM maaro tmaara inaNa-yanao svaikarvao j r(ao ?

naa° tmanao AaombaDsamaonanaaM inaNa-yaqal saMtaoYa qayao Co ko nahI Ao
ivaYao tmaaro j nakkl krvaanauM Co°

jao tmao inaNa-yanao bao maihnaamaaM svaikarao toa

tmaarl kMpnalAo saMmait dSaa-val Co ko Ao inaNa-ya tomanao maanya Co Anao to
AaombaDsamaonao saUcavaola maaga- ApnaavaSao°

jao tmao inaNa-yanao bao maihnaamaaM na svaikarao toa

tmao AaombaDsamaonao jNaavaola jkolanaao hkk gaumaavaao Cao° Aama CtaM pNa
tmao tmaarl samasyaanaao jkola laavavaa joa yaaogya laagao tao tmao Anya jpay
Anausarl Sako Cao°

SauM Aa saovaa svatM~ Co?

ha° saMdoSaavyavaharnaam jVaoga Anao tonaam AiQainayaamakqal svatM~ rhovauM
Ao Amaara maaTo Aga%yanauM Co ko laaokao Amao nyaayal Cle to AMgao Amaarl
pr ivaEvaasa raKo° Aa baabatmaaM caoaksaa[raKvaa maaTo Amaaro Aok pirYad pNa
Co°

pirYadnaaM kama nalcao jNaavyaa Anausaar CoÁ

- AombaDsamaonanal inayauikt krval;
- saovaanao svatM~ raKval;
- Amaarl kamagalrlnal samalxaa krval ; Anao
- Amaarl kama krvaanal pwitmaaM forfar krvaanal j\$ř haoya toa to AMgao BalaamaNa krval°

sanao 2003 naaM saMdoSaavyavaharnauM AiQainayamana inayaM~k Aoofkaoma (Aaoifsa Aoof kaomyaunalkoSansa) nal sa<aa nakkl kro Co° jona Anausaar saava-jinak saMdoSaavyavahar Aapnaar pr saM#yaabaMQa frjoa laadvamaaM Aavaola Co° tomaaMnaa Aok e Co ko kaya-pwit eval haoval jao[Ao ko jonaao saholaa[qal]pyaaoga qa[Sako Anao to maft haoval joa[e. kao[pNa firyadnaaM]kolanal kaya-vaahl inayaM~k Anao saMdoSaavyavahar]Vaogaqal svatM~ hoaval jao[e° Amaarl saovaa firyadaonaam]kolanal Aok kaya-pwit trlko maMjUr qayaola Co , ko jo Amaara saByaao maaTonal Aa Sartao saaqao sausaMgat Co°

Amao BIOA (British and Irish Ombudsman's Association) naa Aok saBya pNa CIAo, jo Amanao Aok svatM~ saMsqaa trlko gaNao Co°

tmao naaNaaMklya BaMDaoL koval rlto maolvaao Cao?

Amao AmaaruM naaNaaMklya BaMDaoL Amaara saByaao Wara maolvaIAo CIAo°
Amaaro Aok saBya kMpnaIAao Anao svatM~ p`itinaiQaAaonal saimait (saByaonal
saimait) Co° saByanal saimait Katrl kro Co ko AmaaruM BaMDaoL Amao yaaogya rlto
maolvaIAo CIAo ko koma Anao Amaara vaaiYa-k AMdajp~nao maMjUrI Aapo Co°

kaona kaona Co ?

AaombaDsamaona

AaombaDsamaona AoilaJabaoqa f`ansa, CBE Co°

pirYad

pirYadnaaM AQyaxapdo pITr haolaonD Co Anao tomanaa saat saByaao Co° jo
pOKInaaM bao saByaao saBya saimaitmaaMqal Co° jao tmaaro jaNavaanal [cCa haoya
ko pirYadmaaM kaona Co, tao Îpa krl Amaarl vaobasaa[Tnal maulaakat laao Aqavaa
Amanao faona krao°

saBya saimait

saBya saimaitmaaM saat saByaao Co , joomaaMnaa paMca (AQyaxa saiht) saBya
kMpnaIAao Wara caUMTaya Co° balja bao saByaao pirYadmaaMqal inayukt qaaya
Co° jao tmaaro jaNavaanal [cCa haoya ko saBya saimaitmaaM kaona Co, tao Îpa
krlnao Amaarl vaobasaa[Tnal maulaakat laao Aqavaa Amaarao saMpk- krao°

huM tmaarao saMpk- koval rito saaQal SakuM?

Amanao Aa saranaamao laKoaÁ

Otelo
PO Box 730
Warrington
WA4 6WU.

AaoTolaao
paosT baaxa 730
vaaoirngaTna
WA4 6WU.

faonaÁ 0845 050 1614, Aqavaa
01925 430049

foksaÁ 0845 050 1615 Aqavaa
01925 430059

ToxTfaonaÁ 18001 0845 051 1513, Aqavaa
18001 01925 430886

[!mao[laÁ enquiries@otelo.org.uk

vaobasaa[TÁ www.otelo.org.uk

Aa puistkanal vaQau naklaao maolVavaa Aa naMbar pr 01925 430877 faona krao.

manao balja kaoNa madd krl Sako ?

naagairkao maaTo salaah

tmaara sqaainak naagairkaonal salaah kdaca tmanao tmaarl firyaad saaqao madd\$
qa[Sako° tmao 'AoDvaa[sagaa[D' 1 'Adviceguide' nal vaobasaa[T pr jao[nao SaaoQal
Sakao Cao, ko [nglaonD, vaolsa Anao]<arl AayarlaonDnal tmaarl sqaainak SaaKanaao
koyal rlto saMpk- krvaao° foana puistkamaaM tmaarl sqaainak SaaKanaaM saMpk-
maaTonal ivagatoa pNa hSao.

vaobasaa[TÁ www.adviceguide.org.uk

skaoTlaonDmaaM naagairkao maaTonal salaah

jao tmao skaoTlaonDmaaM rhotaa hao tao 'AoDvaa[sagaa[D' 1 'Adviceguide' nal
vaobasaa[T pNa tmanao tmaarl firyadao krvaa maaTo madd\$
qaSao° jao ko, tmao nalcao jNaavaolal naagairkaonal salaah maaTonal skaoTlaonDnal
saa[T jaovaa pNa [cCao° frlqal, tmaara sqaainak naagairkaonal salaahnaa kayaa-layanaao
saMpk- koyal rlto krvaao Ao faonabaukmaaM Aapola Co°

vaobasaa[TÁ www.cas.org.uk

///

Dayala youko (DIAL UK)

Dayala youko Ao Saarlik xait vaaLa laaokao maaTo salaah kond/aonauM Aok
saMyaukt maaLKuM Co°

| | |
|-----------------|---------------------|
| DIAL UK | Dayala youko |
| St Catherine's | sao[nT koqairnsa' |
| Tickhill Road | Tikhlla raoD |
| Doncaster | DaonakosTr |
| South Yorkshire | saa]qa yaaok-Saayar |
| DN4 8QN | DN4 8QN |

| | |
|-------------|--|
| faonaÁ | 01302 310 123 |
| ToxTfaonaÁ | 01302 310 123 (please use voice announcer) |
| foksaÁ | 01302 210 404 |
| [*mao]laÁ | enquiries@dial.org.uk |
| vaobasaa[TÁ | www.dialuk.info |

Aoj knsana- [nglaonD (Age Concern England)

Aoj knsana- [nglaonD pasao GarDa laaokao maaTonaam sqaainak salaah kond/ao Co°

| | |
|----------------------|-----------------------|
| Age Concern | Aoj knsana- |
| Freepost (SWB 30375) | f' lpaosT (SWB 30375) |
| Ashburton | AosabaT-na |
| Devon | Dovaaona |
| TQ13 7ZZ | TQ13 7ZZ |

| | |
|-------------|----------------------|
| faonaÁ | 0800 009966 |
| vaobasaa[TÁ | www.ageconcern.co.uk |

Tolalfaona p`ofronsa saiva-sa ¹ Telephone Preference Service (TlplAosa - TPS)

vaocaaNa maaTonaam AinaicCt faona kaola tmanao na Aavao to maaTo TPS tmaaroa faona naMbar naaoMQal laoSao^o

| | |
|--------------------|---------------------|
| DMA House | DIAomaAo hajsa |
| 70 Margaret Street | 70 maagaa-roT sT/IT |
| London | laMDna |
| W1W 8SS | W1W 8SS |

| | |
|-------------|----------------------|
| faonaÁ | 0845 070 0707 |
| foksaÁ | 0845 070 0706 |
| [*mao[laÁ | tps@dma.org.uk |
| vaobasaa[TÁ | www.tpsonline.org.uk |

foksa p`ofronsa saiva-sa ¹ Fax Preference Service (AofplAosa - FPS)

vaocaaNa maaTonaam AinaicCt faona kaola tmanao na Aavao to maaTo FPS tmaaroa faona naMbar naaoMQal laoSao^o

| | |
|--------------------|---------------------|
| DMA House | DIAomaAo hajsa |
| 70 Margaret Street | 70 maagaa-roT sT/IT |
| London | laMDna |
| W1W 8SS | W1W 8SS |

| | |
|-------------|----------------------|
| faonaÁ | 0845 070 0702 |
| foksaÁ | 0845 070 0705 |
| [*mao[laÁ | fps@dma.org.uk |
| vaobasaa[TÁ | www.fpsonline.org.uk |

Tolalfaona maaihtlinal saovaaAaonaaM QaaorNaaonal doKroK maaTonal svatM~
saimait ¹ (Aa[salAosaTIAa[Aosa - ICSTIS – Independent Committee for the Supervision
of Standards of Telephone Information Services)

ICSTIS]cca dro AapvaamaaM AavatI tqaá iDrokTrInal pUCprC saovaaAao ivaYaonal
firyadaaonaaM AMgao pgalaaM lao Co^o]cca drnaaM faona naMbar ko jo tmaara
ballamaaM Aapola Co , to AMgao Dayala krola saovaanaaM naama sarnaamaaM
joavaa ICSTIS nal vaobasaa[TmaaM to joavaa maaTonal jgaa maaM naMbar Aapoa^o

| | |
|------------------|-------------------|
| Fourth Floor | caaoqaaó maaL |
| Clove Building | klaaova ibalDIMga |
| 4 Maguire Street | 4 maogaayar sT/IT |
| London | laMDna |
| SE1 2NQ | SE1 2NQ |

| | |
|------------------------|------------------------|
| faonaÁ | 0800 500 212 |
| foksaÁ | 020 7940 7456 |
| [¹ mao]laÁ | helpline@icstis.org.uk |
| vaobasaa[TÁ | www.icstis.org.uk |

maaihtl kimaSnar ¹ Information Commissioner (Aa[sal - IC)

IC salaah pUrl paDSao jao tmaarl AMgat maaihtlnaao koval rIto]pyaaoga qa[rhyaaó
Co Ao jaNavaa ivaYao tmao icaMitt hoa tao to AMgaonal maaihtl tmanao maaihtl
kimaSnar AapSao.

| | |
|----------------|-----------------|
| Wycliffe House | vaa[klalf ha]sa |
| Water Lane | vaaoTr laona |
| Wilmslow | vallmaslao |
| Cheshire | caoSaayar |
| SK9 5AF | SK9 5AF |

| | |
|------------------------|------------------------------------|
| faonaÁ | 01625 545745 |
| [¹ mao]laÁ | mail@ico.gsi.gov.uk |
| vaobasaa[TÁ | www.informationcommissioner.gov.uk |

iba`TISa AonD Aa[r]Sa AaombaDsamaona'sa AosaaoiSaAoSana ¹ British and Irish
Ombudsman's Association (baIAa[AaoAo - BIOA)

BIOA nal vaobasaa[T AaombaDsamaona Anao baIY firyaad inaragrN krtI
saMsqaaAaonal yaadI raKo Co , jo tmanao jao tmaaro koa[firyaad haoya kdaca
madd\$pa qa[Sako °

24 Paget Gardens
Chislehurst
Kent
BR7 5RX

24 pojoT gaaD-nsa
icaslaohsT-
konT
BR7 5RX

faonaÁ
[¹mao[laÁ
vaobasaa[TÁ

020 8467 7455
bioa@btinternet.com
www.bioa.org.uk

T/oDIMga sTanDD-sa - Trading Standards

Aa UK naaM]pBaaoktaAaonaa saMrxaNanal maaihtI maaTonal Aok j sqaLo Aavaola
saMsqaa Co° tmaara sqaainak vyaaparI QaorNaaonal saovaa saMsqaaAaonao koval
rIto saMpk- krvaao Ao AMgaonal salaah maaTo tmao T/oDIMga sTanDD-sa saonT/la
Aqavaa tmaarl sqaainak faonabauknaao]pyaaoga krl Sakao Cao°

vaobasaa[TÁ

www.tradingstandards.gov.uk

knJyaumar Da[rokT - Consumer Direct

knJyaumar Da[rokT ga`oT ba`ITnanaaM]pBaaoktaAao maaTonal Aok Tolalfaona Anao
Aaonalaana salaah Anao maaihtl saovaa Co jonao vaopar Anao]Vaoga ivaBaaga
Wara sahaiyat Co°

| | |
|---------------------------------|--|
| faonaÁ | 08454 04 05 06 |
| faona (Welsh Speaking Advisor)Á | 08454 04 05 05 |
| malnalkaomaÁ | 08451 28 13 84 |
| vaobasaa[TÁ | www.consumerdirect.gov.uk |

Aaoifsa Aaof kaomyaunalkoSansa - Office of Communications (Aaofkaoma - Ofcom)

Ofcom Ao UK naaM saMdoSaavyavaharnaam]Vaogaaonao inayamabaw raKvaa
maaTonal saMsqaa Co, jomanal jvaabadarlAaomaaM TolalvalJna, roiDyaa,
saMdoSaavyavaharao Anao vaayarlaosa saMdoSaavyavaharnal saovaaAaonao
samaavaoSa qaaya Co° jao tmaarl kMpnaI AaoTolaaonaa saBya na haoya, Aqavaa jao
tmaarl firyaad Amaara SartoanaaM saaqaq sausaMgat na haoya toa Aa saMsqaa
tmanao madd krl Sako°

| | |
|--------------------------|----------------------------|
| Ofcom Contact Centre | Aaofkaoma kaonTokT saonTr |
| Riverside House | rlvarsaa[D ha]sa |
| 2a Southwark Bridge Road | 2a saa]qavaaok- ba`lj raoD |
| London | laMDna |
| SE1 9HA | SE1 9HA |

| | |
|-------------|--|
| faonaÁ | 0845 456 3000 or 020 7981 3040 |
| foksaÁ | 0845 456 3333 |
| vaobasaa[TÁ | www.ofcom.org.uk |

saBya kMpnaIAao

Amaarl pasao 100 qal vaQau saBya kMpnaIAao Co jomaam UK naa 95% qal vaQau isqat foana laa[nanaoa Tolalkaomanaam bajarnaoa QaMQaoa Anao 55% qal vaQau UK nauM maaobaa[lanaam bajarnaoa QaMQaoa Anao lagaBaga 33% joTlauM UK nauM [nTrnaoTnal saovaa pUrl paDnaar (ISP) naam bajarnaoa QaMQaoa Co°

Amao tmaarl mauSkolalAoanaam jkola AMgaonauM kama toa j haqamaam la[SakiAo jao tmaarl kMpnaI Amaara saByaomaaMnal Aok hoaya, toqal Ao GaNauM Aga%yanauM Co ko tmao p`qama Aa baabat pakl kroa°

Amaarl vaobasaa[T www.otelo.org.uk pr saByaonal Aok pUrl yaadl Co° Amaarl pUCprC TukDinaao saBya tmanao e AMgao maahtl AapSao° saaomavaarqal SauEvaar savaarnaam 9 qal saMjnaa 5 vaccao 0845 050 1614 Aqavaa 01925 430049 pr faona krao°

Amao balĭ BaaYaaAaomaaM Anao balja Faomaa-TmaaM Aa pNa maaihtl AaplAo
CIAo° Amaarl vaobasaa[Tnal maulaakat laoaÁ

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