



Office of The Ombudsman, Hong Kong
Complaint Form

Enquiry No. : 2629 0555
Fax. No. : 2882 8149

Please read the important notes overleaf and complete the following items

Name of Complainant (Mr/Mrs/Ms/Miss): _____
(Note: The complainant, whether an individual or a body corporate, must be the aggrieved person. For a body corporate, an authorised representative must be appointed to act on its behalf. The authorization letter duly signed by the authorized person and stamped with the official chop of the corporate should be attached.)

*Correspondence Address: _____

Name of authorised representative : _____
(for body corporate only)

Telephone No. *(Daytime Contact): _____ (Residential): _____

Organisation(s) under Complaint: _____

Organisation(s) with which you have lodged this Complaint : _____

Details of the Complaint (Please describe the event and the injustice sustained as a result of maladministration of the organisation(s) concerned. Use additional sheets of paper, if necessary, and attach copies of relevant documents and correspondence exchanged with the organisation(s)) :

1. I/We understand the contents of the Important Notes overleaf.
2. I/We consent to The Ombudsman’s reproduction of this complaint form and any materials submitted, and the transfer of copies of such materials to other parties for the purpose of processing my/our complaint.
3. I/We consent to The Ombudsman’s obtaining my/our personal data or other information kept by other parties, that are considered relevant and necessary for the purpose of processing my/our complaint.
4. I/We consent/object* to referral of my/our complaint to the concerned organisation(s) for a direct reply.
(Note: For some cases, referral to the organisation(s) under complaint for a direct reply may be the most appropriate and efficient way of resolving the matter. If we should decide to pursue your case and have your consent for referral, we would consider referring it to the organisation(s) concerned and ask for a copy of the reply to you. We shall then examine the reply for any follow-up action necessary. If the matter is not satisfactorily resolved, we shall intervene by asking for supplementary information and consider further investigation.)

Date : _____ Signature: _____

* Delete as appropriate

Important Notes:

I. Any person who makes a false statement or misleads The Ombudsman or any other person in the exercise of her powers under The Ombudsman Ordinance commits an offence and is liable to a fine of \$10,000 and to imprisonment for 6 months.

II. **The Ombudsman CAN investigate the following organisations in the exercise of their administrative functions :**

1. All Government departments/agencies except the Independent Commission Against Corruption (ICAC), the Hong Kong Auxiliary Police Force, the Hong Kong Police Force, the Secretariat of the Independent Police Complaints Council and the Secretariat of the Public Service Commission
2. Airport Authority
3. Employees Retraining Board
4. Equal Opportunities Commission
5. Financial Reporting Council
6. Hong Kong Arts Development Council
7. Hong Kong Examinations and Assessment Authority
8. Hong Kong Housing Authority
9. Hong Kong Housing Society
10. Hong Kong Monetary Authority
11. Hong Kong Sports Institute Limited
12. Hospital Authority
13. Kowloon-Canton Railway Corporation
14. Legislative Council Secretariat
15. Mandatory Provident Fund Schemes Authority
16. Office of the Privacy Commissioner for Personal Data
17. Securities and Futures Commission
18. Urban Renewal Authority
19. Vocational Training Council
20. West Kowloon Cultural District Authority

The Ombudsman CAN investigate all Government departments/agencies including the ICAC, the Hong Kong Auxiliary Police Force, the Hong Kong Police Force, the Secretariat of the Independent Police Complaints Council and the Secretariat of the Public Service Commission in respect of complaints related to Code on Access to Information.

III. This complaint form and any materials submitted will become the property of this Office and will not be returned to the complainant.

IV. Personal data provided in connection with this complaint will only be used for investigation and if necessary, be transferred to the parties concerned for such purpose. This Office may not be able to process the complaint if the complainant refuses to provide such data. The complainant has a right to request access and correction in accordance with the Personal Data (Privacy) Ordinance and a fee may be charged for supplying copies of the information kept by the Office. Such request should be addressed to the Officer-in-charge, Complaints Registry of the Office of The Ombudsman, whose address is shown below. Please also quote your complaint case number.

The Ombudsman CANNOT investigate :

1. Actions by the ICAC, the Hong Kong Auxiliary Police Force, the Hong Kong Police Force, the Secretariat of the Independent Police Complaints Council and the Secretariat of the Public Service Commission except under Code on Access to Information.
2. Actions by departments/organisations not listed in the left hand column.
3. Complaints about policy, personnel matters or contractual/commercial transactions.
4. If the complaint is not made by the aggrieved himself or an authorized person acting on behalf body corporate.
5. If court proceedings have commenced in relation to the complaint, including any decision whether or not to prosecute any person for an offence.
6. Complaints about the imposition or variation of any condition of granting, extending or renewing any interest in Government land.
7. Actions taken in relation to the Hong Kong Codes on Takeovers and Mergers and Share Repurchases.
8. Expression of opinion/request for assistance that is not related to maladministration.

In general, The Ombudsman will also NOT investigate:

1. Actions which the complainant has had knowledge for more than two years.
2. Actions for which a complainant has a statutory right of appeal or objection or a remedy through the courts.
3. Complaints which are trivial, frivolous, vexatious or made in bad faith.

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WILL BE
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NO POSTAGE
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HONG KONG
如在本港投寄
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BUSINESS REPLY SERVICE LICENCE NO. 5029
商業回郵牌號: 5029

OFFICE OF THE OMBUDSMAN, HONG KONG
30/F CHINA MERCHANTS TOWER
SHUN TAK CENTRE
168-200 CONNAUGHT ROAD CENTRAL
HONG KONG

Please fold and seal here 請沿此線摺好密封

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