



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 must be the aggrieved person or an office bearer acting on behalf of a body corporate)

Correspondence Address : _____

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

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 understand the contents of the Important Notes overleaf.
2. I 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 complaint.
3. I consent to The Ombudsman's obtaining my personal data kept by other parties, that are considered relevant and necessary for the purpose of processing my complaint.
4. I consent/object* to referral of my 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: _____

FOR OFFICIAL USE ONLY

Name : _____

Initial : _____

Post : _____

Date : _____

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 complaints about maladministration of :**
1. All Government departments/agencies except the Hong Kong Police Force, Hong Kong Auxiliary Police Force and the Independent Commission Against Corruption (ICAC)
 2. Airport Authority
 3. Employees Retraining Board
 4. Equal Opportunities Commission
 5. Hong Kong Arts Development Council
 6. Hong Kong Examinations and Assessment Authority
 7. Hong Kong Housing Authority
 8. Hong Kong Housing Society
 9. Hong Kong Monetary Authority
 10. Hong Kong Sports Institute Limited
 11. Hospital Authority
 12. Kowloon-Canton Railway Corporation
 13. Legislative Council Secretariat
 14. Mandatory Provident Fund Schemes Authority
 15. Office of the Privacy Commissioner for Personal Data
 16. Securities and Futures Commission
 17. Urban Renewal Authority
 18. Vocational Training Council
- The Ombudsman CAN investigate complaints in relation to Code on Access to Information of all government departments including:**
1. ICAC
 2. Hong Kong Police Force
 3. Hong Kong Auxiliary Police Force
 4. Secretariat of the Independent Police Complaints Council
 5. Secretariat of the Public Service Commission
- The Ombudsman CANNOT investigate :**
1. Actions by the Hong Kong Police Force, Hong Kong Auxiliary Police Force or ICAC 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. Actions which the complainant has had knowledge for more than 2 years.
 5. If the complaint is not made by the individual aggrieved himself or an office bearer acting on behalf body corporate.
 6. If the complainant has a statutory right of appeal or objection or a remedy through the courts.
 7. If court proceedings have commenced in relation to the complaint, including any decision whether or not to prosecute any person for an offence.
 8. Complaints about the imposition or variation of any condition of granting, extending or renewing any interest in Government land.
 9. Actions taken in relation to the Hong Kong Codes on Takeovers and Mergers and Share Repurchases.
 10. Complaints that are trivial, frivolous, vexatious or made in bad faith.
 11. Expression of opinion/request for assistance that is not related to maladministration.
- 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.

POSTAGE
WILL BE
PAID BY
LICENSEE
郵費由
持牌人支付

NO POSTAGE
STAMP
NECESSARY IF
POSTED IN
HONG KONG
如在本港投寄
毋須貼上郵票

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

Please fold and seal here 請沿此線摺好密封