



Office of The Ombudsman, Hong Kong
Complaint Form

Enquiry No. : 2629 0555
Fax No. : 2882 8149
Email : complaints@ombudsman.hk
Website : www.ombudsman.hk

Please read the “Notes for lodging a complaint” before completing the form.
All fields must be filled in, unless otherwise specified.

Part I : Particulars of the Complainant

Name of complainant/body corporate[#] making the complaint:

(English) (Mr/Ms[#]) _____ (Chinese) _____ (先生 / 女士[#])

(Please fill in full name as in Hong Kong Identity Card or Passport, or Certificate of Incorporation/Registration for body corporate. The complainant must be the aggrieved person or body corporate, or if the aggrieved person is unable to act for himself/herself, his/her representative.)

Postal address: _____

Telephone no.: _____ Email address (optional) : _____

Name of authorised representative (when the complainant is a body corporate):

(English) (Mr/Ms[#]) _____ (Chinese) _____ (先生 / 女士[#])

(A letter of authorisation from the body corporate, stamped with its official chop, should be attached.)

Part II : Details of the Complaint

Organisation(s) under complaint: _____

Organisation(s) with which this complaint
has previously been lodged (if applicable): _____

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

[#] Please delete as appropriate

Part III : Acknowledgement

Notes for lodging a complaint:

1. Any person who knowingly makes a false statement or misleads The Ombudsman or any other person in the exercise of the powers under The Ombudsman Ordinance commits an offence and is liable to a fine of \$10,000 and to imprisonment for six months.
2. The Ombudsman Ordinance stipulates that The Ombudsman shall not undertake or continue an investigation into a complaint if the complaint is made anonymously, or the complainant cannot be identified or traced. This Office may require a complainant to provide proof of identity in the handling of the complaint. The complainant may attend this Office to produce the original of his/her Hong Kong Identity Card or passport if the complainant does not hold a Hong Kong Identity Card (or the Certificate of Incorporation/Registration for a body corporate) for verification or send in a copy of the identification document to this Office. Should the complainant fail to produce a valid identification document upon request, The Ombudsman cannot further process the complaint.
3. The complainant consents to:
 - (1) The Ombudsman copying this complaint form and any other information from the complainant, including his/her personal data, to any party concerned for the purpose of processing this complaint (please see Note 4 below); and
 - (2) any party concerned providing the complainant's personal and other relevant information to facilitate The Ombudsman's processing of this complaint.

The complainant may be required to separately sign a consent form when The Ombudsman considers it necessary or there is a request by the party complained against.

4. Notwithstanding Note 3(1) above, the complainant may, by stating his/her wish clearly in this complaint form, withhold consent to the disclosure of his/her identity to the party complained against. However, in this circumstance The Ombudsman may not be able to process the complaint satisfactorily or at all.
5. All personal and other data submitted will only be used for the purposes which are directly related to the carrying out of the statutory functions of The Ombudsman. The complainant has the right to request access to and correction of personal data in accordance with the Personal Data (Privacy) Ordinance. Such requests should be addressed to the Chief Manager of this Office (address shown below), with the complaint case number quoted, if available. This Office may charge a fee for supplying copies of such personal data.
6. The original of this complaint form and any material provided will be at the disposal of this Office and normally will not be returned to the complainant.
7. Under The Ombudsman Ordinance, The Ombudsman may investigate acts of maladministration by Government departments and statutory bodies specified, and subject to the restrictions stipulated, in the Ordinance. More detailed information is provided in the Office's website (www.ombudsman.hk).
8. The Ombudsman may, if she thinks fit, ask the organisation(s) under complaint to respond to the complainant and her in parallel. The Ombudsman will examine such response, the complainant's view on the response (if any) as well as any other relevant information/evidence, before concluding her inquiry into the case.
9. This Office has a Complainants Charter setting out our commitments as well as complainants' responsibilities. Please visit the Office's website (www.ombudsman.hk) for the details.



I/We[#], being the complainant(s), acknowledge the content of the above Notes.

Date : _____

Signature: _____

[#] Please delete as appropriate

Please fold and seal here 請沿此線摺好密封

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

GPO.WC34

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

Please fold and seal here 請沿此線摺好密封

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

