



Office of The Ombudsman Complaint Form

Office Hotline: 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

The complainant must be the person or body corporate involved or, if the person involved is unable to act personally, his or her representative.

Individual Complainant

Name (as shown on your identity document):

(English) _____ Mr Ms Prefer not to provide

(Chinese) _____ (if applicable)

Hong Kong Identity Card or Passport[#] No.: _____

(Please provide a copy of your identity document (see Notes 2 to 4). If you are a representative, you should, in writing, explain why the person involved is unable to act personally as well as your relationship with him or her, and provide a copy of his or her identity document. This Office may, where necessary, request supporting documents from you.)

Preferred mode of receiving messages from this Office and provide the **email** or **postal address** according to your choice:

Email: _____ or

Postal Address: _____

(If no preference is indicated, this Office will communicate with you by one of the above modes as considered appropriate.)

Telephone No.: _____ (please provide as far as possible)

Body Corporate Complainant

Body Corporate Name: _____

(As shown on the Certificate of Incorporation or Registration)

Certificate of Incorporation or Registration[#] No.: _____

(Please provide a copy of the relevant document (see Notes 2 to 4).)

Preferred mode of receiving messages from this Office and provide the **email** or **postal address** according to your choice:

Email: _____ or

Postal Address: _____

(If no preference is indicated, this Office will communicate with you by one of the above modes as considered appropriate.)

Telephone No.: _____ (please provide as far as possible)

Authorised Representative

Name (as shown on your identity document):

(English) _____ Mr Ms Prefer not to provide

(Chinese) _____ (if applicable)

Post Title:

(Please attach a letter of authorisation from the body corporate, affixed with its official seal and signed by its director or person-in-charge.)

Please tick (✓) the appropriate box(es)

[#]Please delete as appropriate

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). In general, to facilitate the handling of a complaint, this Office would copy to any party concerned the information provided by the complainant. If you wish to withhold consent to the disclosure of any of your personal data or complaint information to the parties concerned, please clearly indicate your wish (see Notes 3 and 4).)

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 his powers under The Ombudsman Ordinance commits an offence and is liable to a fine at level 3 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. To ascertain the complainant's identity and traceability, this Office requests the complainant to provide his or her full name (as shown on the identity document), and a copy of his or her Hong Kong Identity Card or Passport (biodata page) (or the Certificate of Incorporation or Registration for a body corporate). Instead of providing a copy, the complainant may attend this Office to show the original of his or her identity document. Should the complainant fail to meet the above request, The Ombudsman will not be able to further process the complaint.
3. The complainant consents to:
 - (1) The Ombudsman's staff contacting the complainant to explore handling a suitable case by mediation first for a speedy and effective resolution, resulting in a win-win situation;
 - (2) The Ombudsman copying this complaint form and any other information from the complainant, including his or her personal data, to any party concerned for the purpose of handling this complaint (please see Note 4 below); and
 - (3) any party concerned providing the complainant's personal data and other relevant information to facilitate The Ombudsman's handling of this complaint.

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

4. Notwithstanding Note 3(2) above, this Office would in general not disclose the complainant's identity document or number unless it is necessary to facilitate the handling of the complaint. The complainant may, by stating his or her wish clearly in this complaint form, withhold consent to the disclosure of any of his or her personal data or complaint-related information to the parties concerned. However, in this circumstance, The Ombudsman may not be able to process the complaint satisfactorily or at all.
5. All personal data and other information submitted will be used solely for purposes directly related to the performance of The Ombudsman's statutory functions. The complainants have the right to request access to and correction of their personal data in accordance with the Personal Data (Privacy) Ordinance. Such requests may be made to the Chief Manager of this Office, with the complaint case number quoted, if available. This Office may charge a fee for providing the requested information. For details, please refer to the Privacy Policy Statement.
6. The original of this form and the information submitted by the complainant will be handled by this Office in accordance with its record management policy and normally will not be returned. The complainant should not submit any original documents.
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. For details, please refer to this Office's website (www.ombudsman.hk).
8. The Ombudsman may, if he thinks fit, request the organisation(s) under complaint to respond to the complainant and this Office in parallel. The Ombudsman will examine such responses, the complainant's comments as well as any other relevant information and evidence, before concluding the case.
9. Upon completion of mediation, inquiry or investigation into the complaint, this Office will inform the complainant of the result in writing, and copy its reply to all the organisation(s) under complaint.
10. This Office has a Complainants Charter setting out our commitments and complainants' responsibilities. Please visit this Office's website (www.ombudsman.hk) for the details.



I/We[#], being the complainant(s), acknowledge the content of the above notes for lodging a complaint, and consent to The Ombudsman's staff contacting me/us[#] to explore handling a suitable case through mediation first. The following documents are attached herewith:

- A copy of my or each of our identity document(s)
- A copy of the Certificate of Incorporation or Registration and an authorisation letter (for body corporate)
- Further details of the complaint and supporting documents

Signature and (if applicable) Company Chop: _____ Date: _____
#Please delete as appropriate

Please fold and seal here 請沿此線折好密封

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

BUSINESS REPLY SERVICE LICENCE NO. 5029
商業回郵牌號：5029

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

Please fold and seal here 請沿此線折好密封



Please fold and seal here 請沿此線折好密封