



中國香港龍舟總會 HONG KONG CHINA DRAGON BOAT ASSOCIATION

處理投訴的基本程序

最後更新日期：07/09/2023

目的

中國香港龍舟總會（總會）建立一套處理投訴機制及程序，以更專業及有效地處理日常接獲公眾的投訴。

處理投訴原則

公眾人士投訴必須實名，可以以郵遞、傳真或電郵方式提出。若投訴內容可能涉及觸犯香港法例，建議投訴人應向相關執法部門/機構提出。

總會不會受理以下投訴類別：

- 1) 匿名投訴；
- 2) 口頭投訴；
- 3) 並非由當事人或監護人親自提出的投訴；
- 4) 已展開法律程序的投訴；
- 5) 涉嫌違反香港法例；
- 6) 投訴事件已發生相當時間（如超過兩年或以上）；
- 7) 欠缺聯絡方法；或
- 8) 資料不全。

處理方法

一般情況下，總會會於接獲投訴後開立檔案，並會在 **10 個工作天內** 回覆投訴人；總會會進行調查及跟進，並於 **30 個工作天內** 回覆投訴人調查結果。

上訴機制

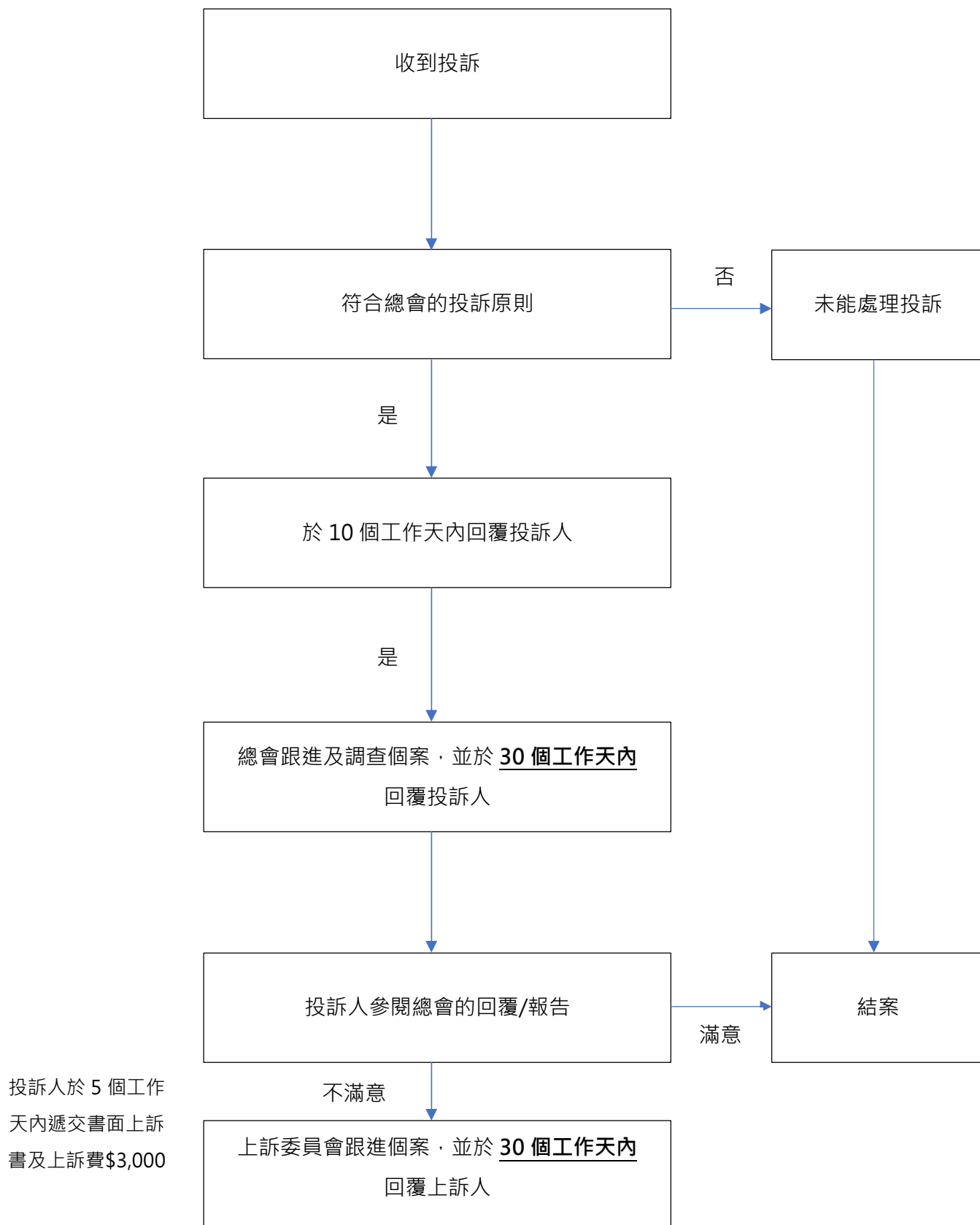
1. 投訴人若對調查結果有任何不滿，可於5個工作天內遞交書面上訴書，並提供理據，連同上訴費（港元\$3,000）的銀行付款記錄電郵至中國香港龍舟總會秘書處 (hkdba@hkolympic.org)，有關個案由上訴委員會處理，並在30個工作天內予以書面回覆投訴人上訴結果。此上訴結果亦是最終裁決。若上訴得直，上訴費得予發還。
2. 上訴委員會會憑審閱文件來就其上訴作出決定。

注意事項

- 所有投訴內容及資料絕對保密，只供相關職員查閱。
- 在未經授權的情況下，負責職員不得披露及不應公開談論有關個案的內容及資料。
- 在處理投訴時需收集個人資料，須遵守《個人資料（私隱）條例》的有關規定及建議，包括清晰說明收集個人資料的目的及方式，及有關資料只用於處理投訴。有關職員可參考香港法例第 486 章《個人資料私隱條例》有關條文及個人資料私隱專員公署網頁 <http://www.ocpd.org.hk/>。

中國香港龍舟總會

處理投訴流程





中國香港龍舟總會
HONG KONG CHINA DRAGON BOAT ASSOCIATION

Basic Procedures for Handling Complaints

Last update: 7/9/2023

Purpose

Hong Kong China Dragon Boat Association (HKCDBA) has set out the mechanism and procedures for handling complaints from the general public in a more professional and efficient manner.

Principles for Handling Complaints

The complainant must be identifiable and complaints may be filed by post, by fax or by email. If the complaint may amount to violation of any Hong Kong law, it is recommended that the complainant should report it to the relevant law enforcement department/organization for investigation.

HKCDBA will not process the following complaints:

- 1) Anonymous complaints;
- 2) Oral complaints;
- 3) Complaints not filed by the persons involved in the incidents or their guardians;
- 4) Complaints that are under legal proceedings;
- 5) Complaints that may amount to violation of Hong Kong laws;
- 6) Complaints relating to incidents that occurred a considerable period ago (e.g. more than two years);
- 7) Complaints where no contact information is given; or
- 8) Complaints with incomplete information.

Mechanism for Handling Complaints

In general, HKCDBA will open a case file after receiving a complaint and give an acknowledgement to the complainant within **10 working days**. HKCDBA will investigate the case and reply to the complainant within **30 working days**.

Mechanism for Appeal

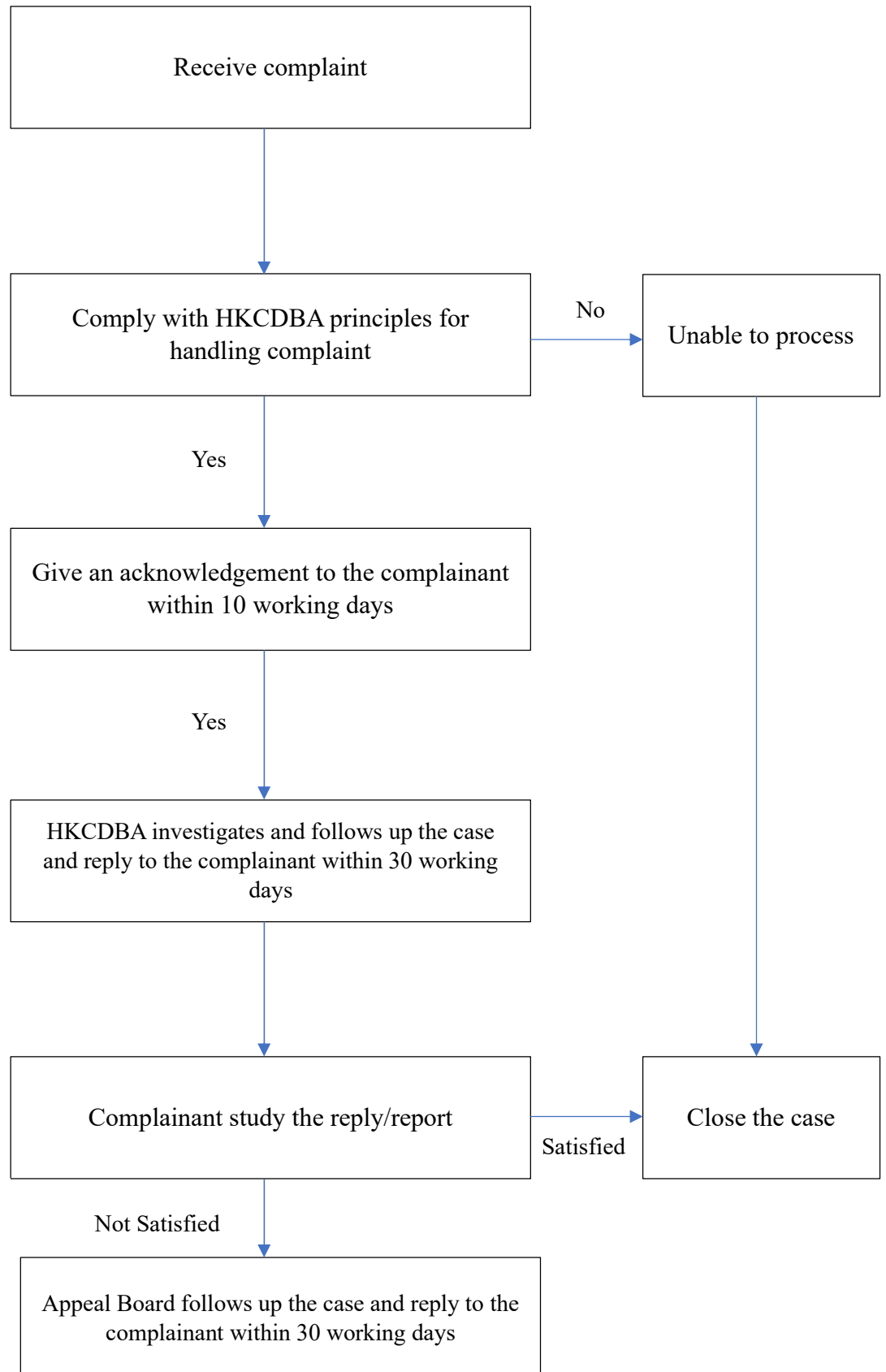
1. If the complainant is dissatisfied with the result of the investigation, the complainant may write to HKCDBA Secretariat (email: hkdba@hkolympic.org) for further investigation (with reasons/supporting document/evident) within **5 working days** together with the Appeal Fee HK\$3,000. HKCDBA will reply to the complainant within **30 working days** for this Appeal. The fee will be refunded if the appeal is successful. The decision of the Appeal Board is final.
2. The Appeal Board will make a decision based on the documents reviewed.

Precautions

- All contents and information of complaints should be kept strictly confidential and restricted to relevant staff only.
- The responsible staff should not disclose or discuss in public any contents or information relating to the case without authorization.
- When it is necessary for HKCDBA to collect personal data during the process, the relevant staff should observe the regulations and recommendations laid down in the Personal Data (Privacy) Ordinance. These include Clearly stating the purpose and method of collection of personal data, and that the data will only be used for handling the complaint. The responsible staff may refer to the relevant provisions in the personal data (Privacy) Ordinance (Cap. 486) and on the website of the office of the Privacy Commissioner of Personal Data at <http://www.pcpd.org.hk/>.

Hong Kong China Dragon Boat Association

Workflow for Handling Complaint



Complainant submit written appeal with supporting document and Appeal Fee \$3,000 within 5 working days.