



## **POLICY AND PROCEDURES FOR HANDLING COMPLAINTS**

### **Purpose**

In order to handle complaints received against HKSF from stakeholders or the general public in a more professional and efficient manner, HKSF has set out the mechanism and procedures for handling complaints.

### **Background**

HKSF has always upheld equal opportunities and fair play as its core values. We actively cooperate with the Sports Federation and Olympic Committee of Hong Kong, China ("SF&OC") and various government departments to promote the importance of corporate governance and lay down suitable and appropriate mechanism for handling complaints. HKSF will handle complaints in an open, fair and transparent manner, and document and file findings of the investigation for public scrutiny as long as it does not violate the Personal Data (Privacy) Ordinance or other Laws in Hong Kong.

### **Principles for handling complaints**

The complainant must be identifiable and complaints must be filed by post, by fax or by email. HKSF may receive complaints sent to HKSF directly, or copied to the HKSF. If the complaint may amount to violation of any Hong Kong law, HKSF may opt to report it to the relevant law enforcement department/organization for investigation.

HKSF will not process the following complaints:

1. Anonymous complaints;
2. Oral complaints;
3. Complaints posted on social media or through mobile chat platforms (e.g. WhatsApp, WeChat, Telegram, Line, etc.)
4. Complaints not filed by the persons involved in the incidents or their guardians;
5. Complaints that are under legal proceedings;
6. Complaints that may amount to violation of Hong Kong laws;
7. Complaints relating to incidents that occurred two or more years ago;
8. Complaints where no contact information is given;
9. Complaints with incomplete information.

### **Mechanism for handling complaints**

In general, HKSF will open a case file after receiving a complaint and give an acknowledgment to the complainant within 10 working days.



As a general target, HKSF will perform investigation, reply with findings and conclusion to the complainant, and file a report within one month. If HKSF cannot complete the report before the deadline due to any reasons, an interim progress report will be written.

If the complainant is dissatisfied with the result of the investigation, the complainant may write Complaint Appeal Panel of HKSF. Findings and decisions from the Complaint Appeal Panel is final.

In general, if the complainant does not write to HKSF's Complaint Appeal Panel, or repeatedly to HKSF within 2 months, HKSF will close the complaint.

### **Complaint Appeal Panel**

The objective of the Complaint Appeal Panel is to provide a fair and transparent investigation of the complaint when the complainant is dissatisfied with the investigation conclusion from HKSF.

With that, the majority of Members of the Complaint Appeal Panel will be independent persons who do not have any direct stake with HKSF's businesses.

### **Precautions**

1. All contents and information of complaints should be kept strictly confidential and restricted to relevant personnel only.
2. The responsible personnel should not disclose or discuss in public any contents or information relating to the case without authorization.
3. When it is necessary for HKSF 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 for Personal Data at <http://www.pcpd.org.hk/>.