

## **Procedures of Complaint against the HKIS as an Adjudicator Nominating Body**

### **When and How to file a complaint**

If any person is dissatisfied the way the HKIS or its staff carried out its/their duties as an Adjudicator Nominating Body and wishes to lodge a complaint (“**Complaint**”), the Complaint should be made in writing and delivered by hand/sent by registered post to Room 1205, 12/F, Wing On Centre, 111 Connaught Road Central, Sheung Wan, Hong Kong for the attention of the Honorary Secretary.

### **Information to provide when filing a complaint**

To ensure the Complaint is processed efficiently, the following information is required:

- Complainant’s name, mailing or email address and daytime contact telephone number;
- details about the Complaint; and
- copies of relevant supporting documents (if any).

If the above information provided is inaccurate or incomplete, the HKIS may not be able to fully investigate the Complaint, or may even be unable to handle and respond to the Complaint.

### **How will the HKIS handle and respond to the Complaint**

If a Complaint is received, the Honorary Secretary shall acknowledge receipt of the Complaint within five (5) days in writing.

The focus of the investigation is to ascertain whether the allegations of the complaint are substantiated. The HKIS may contact the complainant for more information if necessary. The target of the HKIS is to reply the complainant in writing within one month upon receipt of the Complaint. If the investigation cannot be completed within one (1) month, the HKIS will inform the complainant in writing.

Unless there is new information or evidence, the written reply provided by the HKIS to the complainant is considered final.