

**PRIVATE AND
CONFIDENTIAL**

COMPLAINT HANDLING FORM

1. Information of the Complainant

Full name: _____

Telephone: _____ Email: _____

Postal address: _____

Preferred contact method: _____

2. Staff member involved

Staff name (if known): _____

Position / Team (if known): _____

Other identifying information (if any): _____

3. Details of the complaint

Date(s) / Time(s) of incident(s): _____

Summary of what happened (attach additional pages if necessary):

4. Supporting information

List of supporting documents provided (if any):

Names/contact details of any witnesses (if any):

5. Declaration

I confirm that the information provided is true and accurate to the best of my knowledge.

Signature: _____

Date: _____

A completed form with supporting documents (if any) should be sent by post, marked “Private and Confidential”, to Financial Dispute Resolution Centre, Room 408-409, 4/F, West Wing, Justice Place, 11 Ice House Street, Central, Hong Kong.

Note

Personal data and information provided will be used for the purposes of handling, investigating and processing your complaint. By completing and returning this Form to us, you agree that the Form could be disclosed to the staff member involved, the Board of FDRC and its relevant committees or disciplinary tribunal (where relevant and appropriate), and/or other relevant parties where necessary for handling the complaint. Where relevant and appropriate, the Form and the document you sent with this Form may also be provided to the Department of Justice and law enforcement agencies without reference.