



Hong Kong China Tenpin Bowling Congress Policy and Procedures for Handling All Kinds Of Complaints

Purpose

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

HKCTBC 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, unless all necessary supporting documents are provided upon submission;
8. Complaints where no contact information is given;
9. Complaints with incomplete information.

Remarks

1. All contents and information of complaints should be kept strictly confidential and restricted to relevant personnel only.
2. The personnel responsible should not disclose or discuss in public any content or information relating to the case without authorization.
3. When it is necessary for HKCTBC 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 staff responsible 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/>.



Flowchart on Handling All Kinds Of Complaints

