

ICHC reference : _____

Date of receipt by Secretariat for ICHC : _____



**Lump Sum Grant Independent
Complaints Handling Committee
Complaint Form**

Telephone : 2116 3285
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Address : 38/F, Dah Sing Financial Centre, 248 Queen's Road East, Wanchai, Hong Kong
Secretariat for ICHC
Email : sueng@swd.gov.hk
Website : http://www.swd.gov.hk/en/index/site_ngo/page_subventions/sub_ICHC

Please read the "Notes for Lodging Complaint" carefully before completing this form.
All fields must be filled, unless otherwise specified.
With insufficient information, ICHC may consider handling the complaint as anonymous one.

Part I: Particulars of the Complainant

Name of complainant# :

(English) _____ (Chinese) _____

(Note: Please provide full name as in identity document)

Correspondence address :

Telephone no. : _____ Email address (optional) : _____

Name of person concerned : (if applicable)

(English) _____ (Chinese) _____

Relationship with the complainant : (if applicable) _____

Please ✓ the following blanket (if applicable)

The complainant has been authorised by the person concerned to lodge the complaint.

The complainant requests the Secretariat to refer the complaint to the relevant NGO without disclosing his/her personal data, and to receive the NGO's reply via the Secretariat.

#The complainant must be the person concerned/authorised representative/legal guardian of the person concerned (applicable to minors or Mentally Incapacitated Persons.)

Part II: Complaint Details

Organisation(s)/Service Unit(s) being complained : _____

Complaint Content : (Please describe the incident concerned and provide all relevant information. Use additional sheets as necessary for additional contents and/or complaint issue(s). Please attach copies of relevant documents and correspondence exchanged with the organisation(s)/service unit(s).)

Complaint issue (1) :
Complaint issue (2) :
Complaint issue (3) :

Notes for Lodging Complaint:

1. The Lump Sum Grant Independent Complaints Handling Committee (ICHC) handles Lump Sum Grant (LSG) - related complaints that cannot be satisfactorily addressed by the non-government organisations (NGOs) subvented by the Social Welfare Department (SWD).
2. Complainant is required to fill in the complaint form to provide ICHC with details of his/her complaint contents, his/her name as shown in his/her identity document, and his/her correspondence address and telephone number to facilitate communication and follow-up.
3. The complainant consents :
 - (1) The Secretariat for ICHC copying this complaint form / referring the complaint contents and any other information provided by the complainant, including the personal data, to any party concerned for the purpose of processing this complaint (please see Note 4 below);
and
 - (2) any party concerned providing the personal and other relevant information of the complainant/person concerned to facilitate ICHC's processing of this complaint.
4. The complainant/person concerned may be required to sign a separate consent form when ICHC considers it necessary or as requested by the NGO concerned.
5. All personal data and information are submitted on voluntary basis and will be used by ICHC to provide appropriate service, including but not limited to the handling of this complaint. The

complainant has the right to request access to and correction of personal data in accordance with the Personal Data (Privacy) Ordinance (PD(P)O). For access to personal data in accordance with the PD(P)O, please complete the “Data Access Request Form OPS003” which is specified by the Privacy Commissioner for Personal Data and be submitted to the Secretary of ICHC. The complainant may contact the ICHC Secretariat or download the form available at : https://www.swd.gov.hk/en/index/site_accinfo/page_personalda/.

6. Upon obtaining the complainant’s consent, the Secretariat will forward the details of the complaint as confirmed by the complainant to the NGO concerned for processing and direct reply to the complainant with a copy of the reply for ICHC reference. If the complainant is dissatisfied with the NGO’s handling and reply, and the related complaint content falls within the ambit of ICHC, he/she should submit a written request to ICHC for follow-up within one month from the date of receipt of the NGO’s reply letter.
7. If the complainant requests the Secretariat to refer his/her complaint to the NGO concerned without disclosing his/her personal information, the Secretariat will withhold all the identifiable personal information of the complainant/person concerned. If the complaint content becomes fragmented, the Secretariat may have difficulties to handle or follow up the complaint.
8. When the complaint is made anonymously, the complainant will not receive reply of the NGO concerned and ICHC will not disclose the follow-up progress to the complainant.
9. For details of the mechanism for complaints handling and ambit of ICHC, please visit the website of ICHC (http://www.swd.gov.hk/en/index/site_ngo/page_subventions/sub_ICHC).

I, being the complainant, acknowledge the content of the above Notes and consent to refer the complaint to the NGO concerned for follow-up and reply.	
Signature : _____	
Name : _____	Date : _____