

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 : ichceng@swd.gov.hk

Website : <https://www.swd.gov.hk/en/ngo/subventions/comp/ichc/>

Please read the **"Notes for Lodging Complaint"** carefully before completing this form.

All fields must be filled, unless otherwise specified.

With insufficient information, the ICHC may consider handling the complaint as anonymous one.

Part I: Particulars of the Complainant

Name of complainant[#] :

(English) --Please Select-- _____ (Chinese) _____ --Please Select--

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

Correspondence/ Email address : _____

_____ **Telephone No.** (optional) : _____

Name of person concerned : (if applicable)

(English) --Please Select-- _____ (Chinese) _____ --Please Select--

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

[#]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 resolved by the non-governmental organisations (NGOs).
2. Complainant is required to fill in the complaint form to provide the ICHC with details of his/her complaint contents, his/her name as shown in his/her identity document, and his/her correspondence/email address to facilitate communication and follow-up.
3. The complainant consents:
 - (a) the 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
 - (b) any party concerned providing the personal and other relevant information of the complainant/person concerned to facilitate the ICHC's processing of this complaint.
4. The complainant/person concerned may be required to sign a separate consent form when the 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 the 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 Secretariat for ICHC or download the form available at: <https://www.swd.gov.hk/en/svcdesk/accinfo/personalda/>.

6. When lodging a complaint, the complainant should clearly set out the relevant particulars and provide true and accurate information to facilitate the ICHC’s efficient deliberations. Under the existing mechanism, the complainant may lodge a complaint through ‘named complaints’, ‘complaints with personal information withheld from the NGO concerned’ or ‘anonymous complaints’. To ensure the rigour of the complaint-handling process and fairness to both the complainant and the NGO concerned, the ICHC will disclose the progress of follow-up actions and the outcome of its deliberations to the complainant only if his/her identity has been verified.
7. If the complaint has not been previously handled by the NGO concerned, the Secretariat for ICHC will, with the complainant’s consent, forward the confirmed complaint details, together with the complainant’s name and contact information, to the NGO concerned for initial handling. The NGO will directly reply to the complainant (applicable to named complaints only), with a copy of its reply forwarded to the ICHC. If the complainant refuses to disclose his/her personal information to the NGO concerned, he/she may receive the NGO’s reply through the Secretariat for ICHC. If the complainant is dissatisfied with the NGO’s handling of or reply to the complaint, and the grounds for such dissatisfaction fall within the ambit of the ICHC, the complainant must submit a written request to the ICHC for follow-up within one month from the date of receiving the NGO’s reply.
8. If the complainant (1) has not provided his/her personal and contact information; (2) has not confirmed the details of his/her complaint with the Secretariat for ICHC; or (3) has consistently failed to ascertain the intention to lodge a complaint, his/her complaint will be treated as anonymous.
9. If the ICHC considers that the complaint warrants further action (typically cases involving (1) misuse of subvention by NGOs; (2) abuse or injury of service users; (3) non-compliance with service requirements by NGOs; or (4) decisions made by NGO management that directly impact service performance, etc.), the Secretariat for ICHC will, after removing all personally identifiable information (PII) of the complainant, refer the complaint to the NGO concerned for follow-up. The NGO concerned is required to submit a report regarding the complaint to the ICHC within four weeks.
10. For anonymous complaints, it may not be necessary for the NGO concerned to reply to the complainant, and the ICHC will not disclose the details of any follow-up actions and the outcome of its deliberations to an anonymous complainant.
11. If the removal of PII causes the details of an anonymous complaint to become disjointed, the ICHC may consider not referring the case or taking any follow-up action.

12. For details of the mechanism for complaints handling and ambit of the ICHC, please visit the website of the ICHC (<https://www.swd.gov.hk/en/ngo/subventions/comp/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 : _____