



中國香港汽車會

HONG KONG, CHINA AUTOMOBILE ASSOCIATION

Est. 1918

MEMBER OF



Complaint Handling Mechanism

Purpose

The Hong Kong, China Automobile Association (HKAA) aims to establish an effective complaint handling mechanism to establish a positive communication channel. We highly appreciate constructive feedback and rational complaints, with an open-minded approach, we could review relevant policies, systems, and measures to identify areas for improvement, ensuring continuous optimization and enhancement of our administrative management.

Principles for handling complaints

- Complaints shall be handled in an open, fair and transparent manner, ensuring equal opportunities for complainants and respondents.
- Complaints shall be entitled to be informed about the progress and result of the complaint, as well as the right to appeal.
- Formal complaints may be submitted to HKAA by mail or email.
- Anonymous complaints, verbal complaints, complaints not submitted by the individuals directly involved in the incidents or their legal guardians, complaints that are currently subject to legal proceedings, complaints that potentially constitute a violation of Hong Kong laws, complaints of incidents that transpired over two years ago, complaints lacking sufficient contact information, and complaints with incomplete information shall not be entertained. Depending on the seriousness of the allegation, HKAA reserves the right to investigate such complaints if deemed necessary.
- Complainants and respondents could arrange meetings to seek reasonable solutions.
- Respondents must not participate in or oversee the investigation to ensure impartiality.
- All complaint-related information shall be treated as confidential and shall not be disclosed to unauthorized third parties or organizations.



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Procedure

1. Complainants shall submit their complaints to HKAA in written form. HKAA will acknowledge receipt of the complaint within 3 working days to confirm its acceptance.
2. In general, HKAA aims to respond to complaints within 14 working days from the date of acceptance. However, cases involving third parties or affiliated clubs may require extended processing time, and a deadline will be provided.
3. If the complaint involves an affiliated club, HKAA may request the club to handle by using their complaint handling mechanism and provide a copy to HKAA or submit an investigation report within 30 working days.

Appeal

Complainants have the right to appeal within 3 working days (with an appeal fee of HKD 1,000, which will be refunded if the appeal is successful). The appeal committee, consisting of the President, Vice President, Secretary-General of HKAA, and a minimum of three to a maximum of five HKAA members who have not been involved in the complaint process, will conduct a hearing. HKAA will notify the result to complainants within 14 working days. The Appeal Committee reserves the right of the final decision

Remark

All information should be kept strictly confidential and restricted. Under no circumstances shall the responsible personnel disclose any information or data without authorization. The collection of personal data during the complaint handling process must adhere to the provisions outlined in the Laws of Hong Kong Cap. 486 Personal Data (Privacy) Ordinance.

Should you have any inquiries or wish to file a complaint, please contact us via email at general@hkaa.com.hk or send us by post.

2501, 25/F, Tower A, Southmark, 11 Yip Hing Street, Wong Chuk Hang, Hong Kong

Tel: (852) 3583 3638 Fax: (852) 3583 4120 Email: general@hkaa.com.hk Website: www.hkaa.com.hk



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投訴處理機制

目的

中國香港汽車會（「本會」）旨在建立一個積極有效的投訴處理機制，以促進良好正面的溝通渠道。本會非常重視建設性的意見和理性的投訴，這些意見對我們具有參考價值。本會持開放態度，檢視相關政策、制度和措施並找出可以改善的空間，確保行政管理工作能不斷優化和完善。

處理投訴原則

- 以公開和公正的方式處理投訴，確保投訴人和被投訴人都能有機會陳述和解釋自己的立場和原因。
- 投訴人有權獲得有關投訴調查的進展和結果通知，並有權對調查結果提出上訴。
- 投訴人可以郵遞或電郵方式向本會提出正式投訴。
- 不受理匿名投訴、口頭投訴、非當事人或監護人提出的投訴、已展開法律程序的投訴、涉及違反香港法例的投訴、發生超過兩年的投訴、未提供聯絡信息的投訴以及資料不全的投訴。根據指控的嚴重程度，如有必要，本會保留對此類投訴進行調查的權利。
- 投訴人與被投訴人可安排會面以理性、和平方式尋求令雙方滿意的方案。
- 為免出現利益衝突的情況，任何被投訴的人員均不得參與或監督調查工作。
- 所有投訴資料保密，在未獲授權的情況下不得披露予第三方人士或機構。



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程序

1. 投訴人以書面形式向本會提出投訴，本會將在3個工作天內回覆投訴人，確認是否接受投訴。
2. 一般情況下，本會將在接受投訴後14個工作天內回覆投訴人。如個案涉及第三方人士或屬會，可能需要更長時間處理並會提供預期處理限期。
3. 如個案投訴屬會，本會可要求屬會根據其投訴處理機制跟進並抄送本會，或在30個工作天內向本會提交調查報告。

上訴

投訴人可於3個工作天內就結果提出上訴（費用港幣1,000元，如上訴成功則會退還）。本會將召開臨時上訴會議，上訴委員會由中國香港汽車會會長、副會長、秘書長以及最少三名至不多於五名未參與處理投訴過程的中國香港汽車會會員組成。上訴會議將進行聆訊並對上訴作出決定。本會將在聆訊後的14個工作天內以書面形式通知上訴者有關決定。上訴委員會保留最終決定權。

備註

所有投訴內容及資料絕對保密，在未獲授權的情況下，負責人員不得披露及公開有關個案的內容及資料。在處理投訴時需要收集的個人資料，需遵守香港法例第486章《個人資料（私隱）條例》。

若有任何查詢或投訴，請透過電郵(general@hkaa.com.hk)或郵寄至本會辦理。