

## Procedure for handling complaints

As a customer focused organization, we strive for customer satisfaction and continual improvement. All HKQAA certified clients or their stakeholders have the right to file complaint against HKQAA.

Details of feedback / complaint shall be submitted **in writing** by post, by fax: (852) 2202 9222, via e-mail [hkqaa@hkqaa.org](mailto:hkqaa@hkqaa.org) or through the return of the “Post Audit Customer Satisfaction Survey”.

We act impartiality in handling complaints. If a complainant has difficulties in preparing a complaint in writing, complainant can contact our office. We will ascertain the complainant’s difficulties and, on the basis of information given, consider on whether to provide any writing support.

All cases will receive our full attention and follow up action. Our agency will initiate our complaint handling procedures as follows:

1. Acceptability of the complaint will be determined based on evidence received.
2. Acknowledge receipt of complaint cases will be sent by post, fax or e-mail.
  - Complaint against HKQAA – 3 working days
  - Complaint against HKQAA certified clients – 7 working days
3. Independent investigation will be undertaken.
4. A reply will be given to the complainant after investigation.

## 投訴處理程序

秉承我局一貫以客為本和持續改進的精神，所有獲證組織或其相關方均有權利對我局作出投訴。

意見或投訴詳情請以**書面形式**提交，可透過郵寄、傳真 (852) 2202 9222 或電子郵件 [hkqaa@hkqaa.org](mailto:hkqaa@hkqaa.org) 送呈我局，亦可在我局“客戶滿意調查”問卷表達意見。

我局以公正的態度處理投訴。假如投訴人在撰寫書面投訴有困難，可聯絡我局辦事處。我局會向投訴人了解其困難之外，並按投訴人所提供的資料而考慮是否提供書寫協助。

我局會以嚴謹的態度處理所有個案，以及啟動我局的投訴處理程序如下：

1. 根據收集的資料確定投訴是否受理
2. 以郵寄、傳真或電子郵件確認已接獲投訴
  - 針對香港品質保證局的投訴 - 3 個工作天
  - 針對香港品質保證局獲證客戶的投訴 - 7 個工作天
3. 進行獨立調查
4. 調查後將回覆投訴人相關結果

**Hong Kong Quality Assurance Agency**  
香港品質保證局

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香港北角渣華道 191 號嘉華國際中心 19 樓

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