



中國香港柔道總會
THE JUDO ASSOCIATION OF HONG KONG, CHINA

The Judo Association of Hong Kong, China Basic Procedures for Handling Complaints

Purpose

In order to handle the complaints received against The Judo Association of Hong Kong, China from the general public in a more professional and efficient manner, the Association has set out the mechanism and procedures for handling complaints.

Background

The Judo Association of Hong Kong, China has always upheld equal opportunities and fair play as its core values in line with the International Judo Federation, the Sport Federation & Olympic Committee of Hong Kong, China as well as all concerned local and international organizations and working parties. We actively cooperate with various government departments to lay down suitable and appropriate mechanism for handling complaints. We would do our best to handle the complaints in an open, fair and transparent manner, and to report the findings of the investigation to the concerned parties on time.

Principles for handling complaints

The complainant must be identifiable and complaints may be filed by post, by fax or by email. If the complaint may amount to violation of any Hong Kong law, it is recommended that the complainant should report it to the relevant law enforcement department/organization for investigation.

The Association may receive complaints in the following scenarios:

Complaint letter sent to the Association directly;

Complaint letter issued to the government departments and at the same time the



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Complaint letter copied to the Association,

The Association will not process the following complaints:

- Anonymous complaints,
- Oral complaints;
- Complaints not filed by the persons involved in the incidents or their guardians;
- Complaints that are under legal proceedings;
- Complaints that may amount to violation of Hong Kong laws;
- Complaints relating to incidents that occurred a considerable period ago (e.g. more than two years);
- Complaints where no contact information is given; or
- Complaints with incomplete information,

Mechanism for handling complaints

In general, The Judo Association of Hong Kong, China will open a case file after receiving a complaint and give an acknowledgment to the complainant within 10 days.

An Appeal Committee will be formed to call a Meeting within 10 days. The Appeal Committee reserves the right to accept the Appeal or not. Both the Applicant and the Association could appoint legal personnel to handle the proceedings with legal fees at their own expense.

Precautions

All contents and information of complaints would be kept strictly confidential and restricted to relevant parties only.

The Association would not disclose or discuss in public any contents or information relating to the case without authorization.

When it is necessary for the Association to collect personal data during the process,



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the Association would 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 Association would 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/>.

目的

為了更專業及有效地處理日常接獲的公眾投訴，本會因應需要，建立了一套處理投訴機制及程序。

背景

中國香港柔道總會一直秉持平等機會和公平競爭的核心價值，與國際柔道聯盟，中國香港體育協會和奧林匹克委員會以及所有相關的本地和國際組織合作。我們與政府各部門積極配合，為投訴建立適當的機制。我們將竭盡所能，以公開，公正和透明的方式處理投訴，並適時向有關方面報告調查結果。

處理投訴原則

公眾人士向本會的投訴，必須具名，可以以郵遞、傳真或電郵方式提出。若投訴內容可能涉及觸犯香港法例，建議投訴人應向相關執法部門/機構提出。

本會可能收到的投訴情況：

- 投訴文件直接寄至本會;
- 投訴文件同時發放本會及其他政府機構;或
- 投訴文件副本抄送本會。
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本會不會受理以下投訴類別:



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- 匿名投訴;
- 口頭投訴;
- 並非由當事人或監護人親自提出的投訴;
- 已展開法律程序的投訴;
- 涉及違反香港法例;
- 投訴事件已發生相當時間(如超過兩年或以上);
- 欠缺聯絡方法;或
- 資料不全。

處理方法

一般情況下，本會會於接獲投訴後開立檔案，並會在 14 天內回覆投訴人。

本會於接獲投訴後成立一個上訴委員會，在 10 天內召集會議。上訴委員會保留接受或不受理上訴的權利。投訴人和本會均可聘用法律人員代表出席上訴會議，費用自付。

注意事項

所有投訴內容及資料絕對保密，只供相關職員查閱。

在未獲授權的情況下，負責職員不得披露及不應公開談論有關個案的內容及資料。

在處理投訴時需要收集個人資料，需遵守個人資料私隱條例的有關規定及建議，包括清晰說明收集個人資料的目的及方式，及有關資料只用於處理投訴。有關職員可參考香港法例第 486 章個人資料私隱條例有關條文及個人資料私隱專員公署網頁 <http://www.pcpd.org.hk/>