

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 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.

投诉处理程序

秉承我局一贯以客为本和持续改进的精神，所有获证组织或其相关方均有权利对我局作出投诉。

意见或投诉详情请以 **书面形式** 提交，可透过邮寄、传真 (852) 2202 9222 或电子邮件 hkqaa@hkqaa.org 送呈我局，亦可在我局“客户满意调查”问卷表达意见。

我局以公正的态度处理投诉。假如投诉人在撰写书面投诉有困难，可联络我局办事处。我局会向投诉人了解其困难之外，并按投诉人所提供的资料而考虑是否提供书写协助。

我局会以严谨的态度处理所有个案，以及启动我局的投诉处理程序如下：

1. 根据收集的资料确定投诉是否受理
2. 以邮寄、传真或电子邮件确认已接获投诉
 - 针对香港品质保证局的投诉 - 3 个工作日
 - 针对香港品质保证局获证客户的投诉 - 7 个工作日
3. 进行独立调查
4. 调查后将回覆投诉人相关结果

Hong Kong Quality Assurance Agency
香港品质保证局

19/F., K. Wah Centre, 191 Java Road, North Point, Hong Kong
香港北角渣华道 191 号嘉华国际中心 19 楼

Tel 电话: (852) 2202 9111 Fax 传真: (852) 2202 9222 e-mail 电邮: hkqaa@hkqaa.org
Website 网址: <http://www.hkqaa.org>