

# **Information Note on making a complaint to Committee on Complaints against The Chinese Medicine Hospital of Hong Kong (“Complaints Committee”)**

## **1. How to make a complaint**

The Chinese Medicine Hospital of Hong Kong (“CMHHK”) has dedicated channels to handle complaints. The complainant should approach them for assistance first.

If a complaint has already been made to CMHHK, the complainant must provide us with details of the complaint and supporting documents including correspondence between the complainant and CMHHK.

A complaint shall be made in writing by post, fax or email in Chinese or English, with contact details and full particulars of the case. For convenience, this can be done by using the prescribed Complaint Form obtainable from the Secretariat of the Complaints Committee (“the Secretariat”) or at [our webpage](#).

## **2. The complainant’s responsibilities**

The complainant must—

- (a) state clearly the issues of complaint;
- (b) provide true and accurate information (including an account of events, the required information for verification of his/her identity and determination of his/her traceability, etc.); and
- (c) complete the necessary procedures and comply with the requirements for making a complaint (including promptly responding to our inquiries and attending meetings to assist in furtherance of the complaints handling process when required, etc.).

### **3. Matters not handled by the Complaints Committee**

The Complaints Committee will not handle the following matters, including but not limited to—

- (a) the subject matter of the complaint is not related to the provision of hospital service by CMHHK as controlled by the Health Bureau;
- (b) the event to which the complaint relates occurred more than two years before the day on which the complaint is made;
- (c) the complaint is made anonymously or the complainant cannot be identified or traced;
- (d) the subject matter of the complaint has been referred to, or is being considered by, the coroner;
- (e) the complaint relates to a commercial matter;
- (f) the complainant has instituted legal proceedings for the same subject matter;
- (g) the complainant fails to complete the necessary procedures or comply with the requirements for making a complaint (including failure to provide necessary information or assist in furtherance of the complaint handling process when required, etc.); or
- (h) if the Complaints Committee considers that the complaint is frivolous or vexatious or is not made in good faith.

### **4. Process of handling the complaint**

Upon receiving a complaint, a notice will be given to the complainant to acknowledge receipt of the case. If the case has not been handled by CMHHK before, the complainant should approach CMHHK for assistance first, or the Complaints Committee shall, with the consent of the complainant, refer it to CMHHK for handling. If the complainant refuses to give consent to the referral of the complaint to CMHHK, the Complaints Committee shall not handle the complaint. If the complaint has already been handled by CMHHK, the Complaints Committee may require CMHHK and/or the complainant to provide all relevant information for its consideration and conduct investigation into the case as it considers fit. The Secretariat will notify the complainant about the result of his or her case. The Complaints Committee's consideration, investigation, finding or decision is final.

## **5. Target response time**

The target response time for completion of consideration and investigation, if necessary, by the Complaints Committee is six months upon receipt of all necessary information for handling of the complaint. Complex cases may take a longer time.

## **6. Declaration**

The complainant shall ensure the information provided in the complaint is true and accurate to the best of his/her knowledge. The complainant shall also ensure that all information and documents provided to the Secretariat from time to time in relation to the complaint (whether in his/her possession or not) are true, up to-date, accurate and complete in all respects. The complainant understands that the provision of any information and/or documents that is/are false or misleading in a material particular may lead to the commission of an offence.