

Hong Kong Science and Technology Parks Corporation

COMPLAINTS MANAGEMENT POLICY

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Complaints Management Policy

1. POLICY STATEMENT

Hong Kong Science and Technology Parks Corporation (“HKSTP”) recognises the importance of complaints and their value as an opportunity to improve the quality of our services and relationships with our customers. We deal with complaints impartially, objectively, professionally and in a timely manner, and treat complainants with respect, as we ourselves would like to be treated.

2. THE SCOPE OF THIS POLICY

This policy covers the quality of services provided by HKSTP and its service providers. It applies to all HKSTP employees and the employees of organisations that deliver services on behalf of HKSTP. A complaint is an expression of concern, dissatisfaction or frustration with the quality or delivery of service, a policy or procedure, or the conduct of another person. Some examples may include:

- a failure to provide a service;
- a delay in taking action without good reason;
- mistakes in the way a decision has been taken;
- providing inaccurate information;
- inadequate communication; and
- the conduct of our staff or our service providers.

3. OUT OF SCOPE

Please note that this policy does not apply to:

- complaints or concerns relating to any suspected fraud, corruption or official misconduct which are covered under our Whistleblowing Policy;
- complaints or concerns relating to personal data privacy which is handled by our Data Protection Officer; and
- enquiry from a member of the public seeking information or has queries on matters such as a request for a service, a general operational matter or an explanation of a policy or procedure.

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4. PRINCIPLES

Our complaints management is governed by the following principles:

- complaints are best handled promptly and as close to the source as possible;
- complaints will be handled objectively and confidentially and complainants will not suffer any reprisals from making a complaint;
- complainants will be treated with respect and will be provided with clear explanations of the decisions and actions taken;
- complaints will be used as an essential tool for continuous improvement of our policies, procedures and practices; and
- investigation of complaints may be refused if it is considered to be abusive, trivial or unreasonable.

5. OUR COMPLAINTS HANDLING PROCESS

Making a complaint

To enable the timely consideration of a complaint, specific details of the incident, conduct or behaviour giving rise to the complaint should be provided by the complainant. Anonymous complaints will be handled only if sufficient information is provided. Complaints can be made over the phone, or in writing. We encourage complaints, where possible, to be submitted in writing. A complaint can be made by email to enquiry.marketing@hkstp.org.

What will happen after a complaint is received?

The complaint will be acknowledged in writing within 3 working days. Complaints will be effectively assessed, investigated, and in all but exceptional circumstances a response will be provided within 15 working days. More complicated complaints may require more time to investigate. We will communicate our expectations where a longer period is required. In all instances, complainants will be advised of the name of the officer who is addressing their complaint.

What if a complainant remains dissatisfied with our response?

If a complainant remains dissatisfied, they should write within 30 days to us providing reasons why they feel that the response is not satisfactory. In most cases, the complaint will be referred to another officer, nominated by the Chief Executive Officer, to conduct an internal review. In the event that a complainant remains dissatisfied, the Chief Executive Officer may review the matter.

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6. NOTE ON HANDLING OF PERSONAL DATA

Please note that all personal data collected by us will only be used for purposes related to complaint handling. Please refer to our website for more information on our data protection policy.