

服務質素標準二

社會工作服務部 檢討及修訂有關政策的機制及程序

1. 目的

- 1.1 本政策的制定是確立檢討及修改服務質素標準政策之機制及程序。

2. 內容

- 2.1 社會工作服務部可定期於服務總主任會議檢討有關服務質素標準之政策。
- 2.2 若需修訂有關政策，可於會議提出討論並通過。
- 2.3 若有需要，有關新修訂之政策將會提交社會工作委員會討論及確認。
- 2.4 完成修訂程序後，社會工作服務部需將修訂之政策以備忘錄向各服務公佈及解釋。
- 2.5 由個別服務制訂的政策及程序，將由個別服務自行檢討及修訂。

檢討日期：二〇一三年十二月四日

發佈：經各服務的總辦事處傳閱

SERVICE QUALITY STANDARD 2**SOCIAL WORK SERVICES DIVISION****MECHANISM AND PROCEDURE FOR REVIEW AND AMENDMENT OF
SERVICE QUALITY STANDARD POLICY****2. Objective**

- 1.1 This policy aims to set up guidelines on mechanism and procedure for review and amendment of Service Quality Standard (referred as SQS) policy.

3. Content

- 2.1 Social Work Services Division may review the SQS policy in the Service Heads' meeting regularly.
- 2.2 Amendment will be raised for discussion and endorsement in the said meeting if deemed necessary.
- 2.3 The amended policy will be submitted to Social Work Committee for discussion and confirmation if deemed necessary.
- 2.4 Upon completion of this amendment procedure, Social Work Services Division will have to distribute and explain the amended policy as memorandum to all services.
- 2.5 Policy and procedure formulated by individual service will be reviewed and amended on the service's own accord.

DATE OF REVIEW : 4 December 2013

DISTRIBUTION : Circulate to all services via Head Office