

服務質素標準十五

社會工作服務 處理服務使用者及職員的申訴政策 (包括整筆撥款的投訴)

- 1. 目的**
 - 1.1** 服務單位備有處理投訴的政策和程序，並可供服務使用者、職員及其他關注人士閱覽。
- 2. 相關文件**
 - 2.1** 處理服務使用者的投訴政策和程序。
 - 2.2** 處理職員的投訴政策和程序。
- 3. 處理服務使用者投訴的政策及程序**
 - 3.1 政策目的**
 - 3.1.1** 讓服務使用者、家屬及服務單位的職員知道本身的投訴權利，以及服務單位會採取甚麼行動處理接獲的投訴；以及
 - 3.1.2** 為職員提供指引，使他們知道一旦接獲投訴，應採取甚麼有效步驟來處理投訴。
 - 3.2 理念**
 - 3.2.1** 服務使用者、家屬或職員，倘對任何服務單位所提供的服務有任何(包括服務標準、服務政策、程序、決策或個別職員的行動或態度)不滿，可向服務單位投訴。
 - 3.2.2** 對於任何人士的投訴，服務單位都會本著公平公正的原則處理。
 - 3.2.3** 任何人士向機構職員表示需要投訴，無論是以口頭或是以書面形式，都會被界定為正式投訴，服務單位即啟動處理投訴機制。若該人士表示不滿，但沒有提及投訴，職員應適當地向當事人查詢他／她是否希望投訴，若當事人給予肯定，同樣亦會界定為正式投訴，若當事人表示只是表達意見，或不想投訴，則會當作意見表達。
 - 3.2.4** 任何服務單位收到投訴後，會以虛心積極的態度調查投訴，以解決問題為目的。
 - 3.2.5** 任何服務單位視投訴有利於我們檢視本身的服務，並且可幫助我們

尋求改善方法，使服務更臻完善。

3.3 保密

- 3.3.1 未經申訴人同意，任何有關投訴的資料將會嚴格保密並只會披露予有需要知情的人士。

3.4 處理投訴的步驟

- 3.4.1 任何職員一旦接獲與服務單位有關的投訴，不論是記錄或書面投訴，有關職員應立即（通常是接獲投訴後兩個工作天內）根據管理架構依次將投訴轉交負責的單位主管 / 督導主任 / 高級督導主任處理。
- 3.4.2 負責的單位主管 / 督導主任 / 高級督導主任應盡快（通常是接獲投訴人之投訴後五個工作天內）聯絡申訴人，親自向對方了解情況，務求從速解決問題。
- 3.4.3 若經過商討後未能解決問題，負責的單位主管 / 督導主任 / 高級督導主任應告訴申訴人服務單位準備如何處理其投訴，並訂出向申訴人報告行動結果的時限。（一般來說，應在十四個工作天內回覆申訴人。）
- 3.4.4 處理投訴時，不論該投訴是否證明屬實，服務單位應視之為改善或加強服務程序和溝通方法的良機，以確保日後不再有同類事件或問題發生。在大部分情況下，採取此處理方法應有助於及早圓滿解決投訴。
- 3.4.5 若申訴人收到有關單位主管的回覆後仍感不滿，該申訴人應轉介到有關服務的總主任處理。若申訴人收到有關回覆後仍感不滿，服務總主任會將有關投訴轉介社會工作服務部長作最後裁決。
- 3.4.6 如機構收到對社會工作服務部長的投訴，會將申訴人轉介予總裁處理及回覆。至於對總裁或管理局成員的投訴，管理局主席將會根據管理局的建議作出處理及回覆。

3.5 應對投訴的態度

- 3.5.1 任何職員在接獲與服務單位有關的投訴，應保持虛心有禮的態度細心聆聽對方的投訴。
- 3.5.2 任何職員一旦接獲投訴，應告知申訴人服務單位準備如何處理其投

訴（通常是轉交負責的單位主管／督導主任／高級督導主任處理），以及申訴人會收到初步回覆（通常是負責的單位主管／社會工作主任／高級督導主任聯絡申訴人）的時限。

- 3.5.3 與提出申訴的服務使用者、家屬或其他申訴人溝通時，不論是口頭或書面溝通，都應該用簡單明確的措辭，避免使用術語或簡稱。

3.6 記錄投訴個案

- 3.6.1 任何職員一旦接獲投訴，職員應在投訴記錄冊中記錄投訴的性質、接獲投訴的日期和採取的行動（例如轉交負責的單位主管／督導主任／高級督導主任處理）。
- 3.6.2 負責的單位主管／督導主任／高級督導主任應在投訴記錄冊中記錄該投訴的結果。
- 3.6.3 所有關乎該投訴的來往信件及其他有關文件均應存入投訴檔案。
- 3.6.4 負責的單位主管／督導主任／高級督導主任應撰寫年度投訴報告，說明接獲的投訴的一般性質、接獲投訴的次數、為解決投訴和改善服務所採取的行動。

3.7 保密

- 3.7.1 所有職員在調查和解決投訴問題時，必須遵守下列規定：
- 基本原則是在處理投訴時，只可向有需要知道內情的人士透露投訴的細節；以及
 - 如申訴人表明需要將資料保密，應特別注意尊重申訴人的保密權利。
- 3.7.2 投訴記錄冊及投訴檔案應由高級督導主任／院長保管。只有當高級督導主任／院長認為有需要時，才應該把投訴有關的文件副本，存入有關的服務使用者或職員的檔案內。

3.8 讓職員、服務使用者及其家屬知道社會工作服務各單位的處理投訴政策及程序

- 3.8.1 所有新職員及服務使用者／家屬可知道處理投訴的政策及程序。

4. 處理職員的投訴政策及程序

4.1 政策目的

- 4.1.1 讓職員知道本身的投訴權利，以及社會工作服務部會採取甚麼行動處理接獲的投訴；以及
- 4.1.2 為職員提供指引，使他們知道一旦接獲投訴，應採取甚麼有效步驟來處理投訴。

4.2 理念

- 4.2.1 職員倘對社會工作服務部的任何方面（包括服務提供、服務政策、程序、決策、行政及管理、僱傭合約或個別職員的行為或態度）有不滿，可向直屬上司表達關注及提出改善建議。（註：倘若被投訴者乃申訴人的直屬上級，該投訴應直達被投訴者之上司。）
- 4.2.2 對於任何職員的投訴，社會工作服務部都會本著公平公正的原則處理。
- 4.2.3 社會工作服務部收到投訴後，會以開明的態度調查投訴，以解決問題為目的。
- 4.2.4 社會工作服務部視投訴程序為有利於我們檢視所提供服務的機制，並可藉此尋求改善方法，使服務更臻完善。
- 4.2.5 任何職員無論口頭或書面向機構表示需要投訴，都會被界定為正式投訴，並啟動處理投訴機制。若該職員表示不滿，但沒有提及投訴，直屬上司應適當地向當事人查詢他／她是否希望投訴，若當事人給予肯定，同樣亦會界定為正式投訴，若當事人表示只是表達意見，或不想投訴，則會當作為意見表達。

4.3 保密

- 4.3.1 所有相關投訴的資料將會嚴格保密並只會披露予有需要知情的人士。

4.4 處理投訴的步驟

- 4.4.1 若投訴涉及單位內部事務，該投訴會先由單位主管處理。若商討後仍未能解決，才依次由督導主任／高級督導主任處理。
- 4.4.2 若投訴涉及直屬上司，機構會根據管理架構依次由上一級主管處理。
- 4.4.3 任何單位主管／高級督導主任／服務總主任一旦接獲投訴，不論是

口頭或書面，應盡早（通常是接獲投訴後五個工作天內）聯絡申訴人，親自向對方了解情況，務求從速解決問題。

- 4.4.4 若經過了解情況及商討後仍未能解決問題，單位主管／高級督導主任／服務總主任應告知申訴人如何處理其投訴，並訂出向申訴人報告行動結果的時限。（一般來說，應在十四個工作天內以口頭回覆申訴人的口頭投訴或以書面回覆書面投訴。）
- 4.4.5 若申訴人收到單位主管／高級督導主任／服務總主任的回覆後仍感不滿，單位主管／高級督導主任／服務總主任應將事件轉交其上司處理。
- 4.4.6 處理投訴時，不論該投訴是否證明屬實，社會工作服務部應視之為改善服務程序或加強溝通的良機，並確保日後不再有同類事件或問題發生。在大部分情況下，採取此處理方法應有助於及早圓滿解決投訴。
- 4.4.7 如投訴關乎紀律問題，應參考〔人力資源管理手冊〕附錄 18「紀律處分與投訴程序指引」（2013 年 4 月 1 日修訂）。

4.5 應付投訴的態度

- 4.5.1 任何職員一旦接獲有關的投訴，應保持虛心有禮的態度聽取對方的投訴。
- 4.5.2 任何單位主管／高級督導主任／服務總主任接獲投訴，應告知申訴人本身準備如何處理其投訴，以及申訴人會收到初步回覆的時限。
- 4.5.3 與提出申訴的職員溝通時，不論是口頭或書面，都應該用簡單明確的措辭，避免使用術語或簡稱。

4.6 記錄投訴個案

- 4.6.1 所有投訴應存入職員投檔案及投訴紀錄冊中。
- 4.6.2 任何單位主管／高級督導主任／服務總主任一旦接獲屬於初次提出的投訴，應在投訴紀錄冊中記錄投訴的性質、接獲投訴的日期和已採取的行動（附件一）。
- 4.6.3 單位主管／高級督導主任／服務總主任應在投訴紀錄冊中記錄該投訴的結果。
- 4.6.4 所有關乎該投訴的來往信件及其他有關文件均應存入職員投訴檔

案，並把副本呈交服務總主任。

4.6.5 單位主管／高級督導主任／服務總主任應提供投訴摘要報告，說明接獲的投訴的一般性質、接獲投訴的次數、以及為解決投訴和改善服務所曾採取的行動。

4.7 保密

4.7.1 所有職員在調查和解決投訴時，必須遵守下列規定：

- 基本原則是在處理投訴時，只可向有需要知道內情的人士透露投訴的細節；以及
- 如申訴人表明需要將資料保密，應特別注意尊重申訴人的保密權利。

4.7.2 投訴記錄冊及職員投訴檔案應由高級督導主任／服務總主任保管。只有當認為有需要時，才把投訴有關的文件副本，存入有關的職員檔案內。

4.8 讓職員知道社會工作服務部處理職員投訴的政策及程序

4.8.1 所有職員可從機構的行政指引中知道投訴的渠道。

檢討及更新日期：2020年6月24日

投訴記錄冊

編號	日期	投訴性質	結果

服務質素標準 15
明愛青少年及社區服務
15.2 處理服務使用者投訴指引

目的：

- 迅速地回應及跟進投訴，以改善服務。
- 服務使用者可瞭解服務機構處理投訴的程序。

標準：

- 服務單位的職員收到口頭或書面投訴後，須儘快（通常是接獲投訴後兩個工作天內）通知單位主管。
- 單位主管須於接獲投訴人之投訴後五個工作天內聯絡投訴人，作初步口頭回覆。
- 如屬書面投訴，單位主管須於接獲投訴人之投訴後十四個工作天內作出書面回覆。
- 接獲投訴的職員或單位主管於接獲投訴人之投訴後十四個工作天內填寫「服務意見書／申訴記錄表」交單位主管或服務總主任。

使用表格：

- 服務意見書／申訴記錄表（見附件一）

程序：

- 服務單位的職員接獲服務使用者的投訴，應保持有禮、溫和態度，細心聆聽投訴人要求及感受。
- 如投訴人願意，留下其聯絡方法，以便跟進事件及回覆。
- 對投訴人關心本機構的服務，提出意見，表達謝意。
- 在可能情況下，接獲投訴的職員／單位主管應告知投訴人將會進行的跟進工作及何時再作回覆。
- 服務單位的職員在接獲投訴後，須於十四個工作天之內填寫「服務意見書／申訴記錄表」列明跟進行動，總結跟進過程及結果並呈交單位主管審閱。
- 職員投訴檔案應由單位主管／服務總主任保管。只有當單位主管／服務總主任認為有需要時，才應該另備與投訴有關的文件副本，存入有關的職員檔案內。
- 服務使用者如對投訴處理不滿可向本機構服務總主任提出。

檢討及更新日期： 2019 年 12 月 19 日

保密

收件日期：_____

Ref No.：_____

明愛青少年及社區服務
(單位名稱)
服務意見／申訴記錄表*

香港明愛青少年及社區服務歡迎服務使用者就我們的服務提出意見，不論是讚賞、建議或投訴，我們無任歡迎，所有取得的資料只會用作處理該項意見的用途，並會保密處理，。

意見內容：

(如不敷應用請加紙書寫)

個人資料：

姓名：_____

日期：_____

聯絡方法：_____

- ① 為方便跟進，請填寫個人資料。
- ② 填妥服務意見書後，請您把意見書對摺並投入意見箱內或交予本服務單位職員。
- ③ 若確定屬投訴後，本服務單位會於兩個工作天內知會單位主管，而單位主管會於五個工作天內接觸閣下，並於接獲投訴後十四個工作天內將有關的跟進結果回覆閣下。
- ④ 其他意見將在服務單位的職員會議內作出討論及跟進。

《多謝您的寶貴意見》

* 此表格可以由服務使用者填寫或服務單位職員代為填寫，並適用於以電話提供意見者。

檢討及更新日期： 2019 年 12 月 19 日

服務單位專用

Ref No. : _____

收件職員姓名 : _____

收件日期 : _____

單位主管收件日期 : _____

簽署 : _____

跟進工作 : _____

單位主管處理後簽署 : _____

日期 : _____

①各員工在處理意見書時應保持有禮、溫和的態度細心聆聽服務使用者的意見、並對服務使用者關心本服務及提出意見表達謝意

檢討及更新日期 : 2019 年 12 月 19 日

SERVICE QUALITY STANDARD 15

1.

2. SOCIAL WORK SERVICES

3. POLICY AND PROCEDURES FOR HANDLING COMPLAINTS OF SERVICE USERS AND STAFF (including LSG-related Complaints)

1. Purpose

- 1.1 The service unit has policy and procedures in relation to handling complaints and they are accessible to service users, staff or other interested parties.

2. Relevant Documents

- 2.1 Policy and procedures for handling complaints of service users.
- 2.2 Policy and procedures for handling complaints of staff.

3. Policy and Procedures for Handling Complaints of Service Users

3.1 Purpose of the Policy

- 3.1.1 To advise service users, their families and staff about their right to make a complaint and about what actions the service unit will take to address any complaint received; and
- 3.1.2 To provide guidance to any staff members who receive a complaint as to the steps that they should take to handle that complaint effectively.

3.2 Philosophy

- 3.2.1 A service user, his/her family, or member of staff who is dissatisfied with any aspect of the service delivered by the service unit, (including the standard of service delivered, service policies, procedures, decisions, or the actions or attitude of any staff member), is entitled to raise complaint with the service unit.
- 3.2.2 Any person who makes a complaint will be dealt with fairly and without prejudice.
- 3.2.3 Any person expressing needs to complain, whether recorded or in writing, should be treated as making a formal complaint. The unit should then act according to the procedures for handling complaints. If that person expresses discontent without specifying his/her intention to lodge a complaint, the staff should enquire if he/she wishes to do so politely at an appropriate time. If he/she answers in the affirmative, it will be defined as a formal complaint. If the person indicates that he/she only intends to channel opinions, or give a negative answer, his/her opinion will be treated as feedback for the unit.
- 3.2.4 All service units will actively examine any complaint received with an open mind and with the intention of resolving the complaint.
- 3.2.5 All service units view the complaint as a positive mechanism for reviewing service activities and

identifying ways to enhance service delivery procedures.

3.3 Confidentiality

3.3.1 Information in relation to a complaint will be treated in strict confidence on need-to-know basis.

3.4 Steps to be taken to Address Complaints

3.4.1 Any staff member who receives a complaint, whether verbal recorded or in writing, about the service unit, should refer the complaint to the Unit-in-charge / Social Work Supervisor / Senior Social Work Supervisor immediately (normally within 2 working days of receiving the complaint).

3.4.2 The Unit-in-charge / Social Work Supervisor / Senior Social Work Supervisor should seek to discuss the matter with the complainant aiming to resolve the issue at the earliest opportunity (normally within 5 working days of receiving the complaint from the complainant).

3.4.3 If the matter cannot be resolved through discussion, the Unit-in-charge / Social Work Supervisor / Senior Social Work Supervisor should inform the complainant of the proposed actions that they will take to address the issue and indicate a timeframe within which they will report the outcomes of these actions back to the complainant. (Normally, reply will be made within 14 working days.)

3.4.4 When addressing a complaint, whether substantiated or not, the Service Unit should consider whether the matter indicates an opportunity to modify or enhance procedures or communication practices to ensure that similar concerns or problems do not arise in future. This approach should assist in achieving early and satisfactory resolutions of complaints in most cases.

3.4.5 If, after receipt of advice from the Supervisor in charge of the relevant Service Unit, the complainant remains dissatisfied, the complainant should be referred to the Head of relevant service at Headquarters. If the complainant still remains dissatisfied, the complainant will be referred to Director of Social Work Services for handling and the decision is final.

3.4.6 If a complaint received is against the Director of Social Work Services, the complainant will be referred to the Chief Executive for action and reply. If the complaint is against the Chief Executive or member of Caritas Board of Management, the matter will be referred to the Chairman of Caritas Board of Management for action and reply with the advice of the Board.

3.5 Attitude to Receiving Complaints

3.5.1 Any staff member who receives a complaint about the service should receive the complaint in an open and courteous manner.

3.5.2 Any staff member who receives a complaint should inform the complainant of the action that they propose to take (i.e. referral to the Unit-in-charge / Social Work Supervisor / Senior Social Work Supervisor), and of the timeframe within which the complainant can expect to receive an initial response (normally, being contacted by the Unit-in-charge / Social Work Supervisor / Senior Social Work Supervisor).

3.5.3 All verbal and written communication to service users, their family members or other persons making a complaint should be made in clear, simple language, avoiding the use of jargon or

abbreviations.

3.6 Documenting Complaints

- 3.6.1 Any staff member receiving a complaint should record the nature of the complaint, date of complaint received and action taken (e.g., referral to the Unit-in-charge / Social Work Supervisor / Senior Social Work Supervisor) in the Complaint Register.
- 3.6.2 The Unit-in-charge / Social Work Supervisor / Senior Social Work Supervisor should record the outcomes of the complaint in the Complaint Register.
- 3.6.3 Copies of correspondence and any other documents relating to the complaint should be kept on the Complaint File.
- 3.6.4 The Unit-in-charge / Social Work Supervisor / Senior Social Work Supervisor will prepare an annual report on the general nature and number of complaints received and actions taken to resolve complaints and enhance service delivery.

3.7 Confidentiality

- 3.7.1 In taking actions to examine and resolve a complaint, all staff should:
- as a general principle, only disclose details of the complaint to persons on a necessary basis to address the complaint; and
 - specifically respect any confidentiality concerns expressed by the complainant.
- 3.7.2 The Complaint Register and Complaint File should be maintained by the Senior Social Work Supervisor / Superintendent and copies of complaints related documents should only be placed on the files of individual service users or staff members if deemed necessary by the Senior Social Work Supervisor / Superintendent.

3.8 Keeping Staff Members and Service Users & their Families Informed about the Complaint Policy and Procedures of the Service Units

- 3.8.1 The new staff members and service users / families will be informed of the complaints' channel.

4. Policy and Procedures for Handling Complaints of Staff

4.1 Purpose

- 4.1.1 To advise staff about their right to make a complaint and about what actions the Social Work Services Division (herein after as 'Division') will take to address any complaint received; and
- 4.1.2 To provide guidance to staff members who receive a complaint as to the steps that they should take to handle that complaint effectively.

4.2 Philosophy

- 4.2.1 Any staff who is dissatisfied with any aspect of Caritas Social Work Services Division, (including

services delivered, service policies, procedures, decisions, administration and management, employment contract as well as the behaviours or attitude of any staff member), is encouraged to raise their concerns and recommendations to the immediate supervisor in the Service / Division. (Note: If the complaint is against the immediate supervisor of the complainant, the complaint should be made to the next higher rank in the line of authority.)

4.2.2 Any staff who makes a complaint will be dealt with fairly and without prejudice.

4.2.3 The Division will actively examine any complaint received with an open mind and with the intention of resolving the complaint.

4.2.4 The Division views the complaint procedures as a positive mechanism for reviewing service activities and identifying ways to enhance service delivery procedures.

4.2.5 Any staff expressing needs to complain, whether verbally or in writing, should be treated as making a formal complaint. The immediate supervisor should then act according to the procedures for handling complaints. If that staff expresses discontent without specifying his/her intention to lodge a complaint, the immediate supervisor should enquire if he/she wishes to do so politely at an appropriate time. If he/she answers in the affirmative, it will be defined as a formal complaint. If the person indicates that he/she only intends to channel opinions, or give a negative answer, his/her opinion will be treated as feedback.

4.3 Confidentiality

4.3.1 Information in relation to a complaint will be treated in strict confidence and will be treated in strict confidence on need-to-know basis.

4.4 Steps to be taken to Address Complaints

4.4.1 A complaint on the internal affairs of a service unit will be handling by the Unit-in-charge in the first place. If it cannot be solved after discussion, the complaint will be handled by Social Work Supervisor / Senior Social Work Supervisor in turn.

4.4.2 If a complaint involves the immediate supervisor, it will be handled by his / her superior according to the management structure.

4.4.3 Any Unit-in-charge / Social Work Supervisor / Senior Social Work Supervisor / Service Head who receives a complaint, whether verbal or in writing, from a staff, should discuss the matter with the complainant in person to seek to resolve the issue at the earliest opportunity (normally within 5 working days from receipt of the complaint).

4.4.4 If the matter cannot be resolved through discussion, the Unit-in-charge / Social Work Supervisor / Senior Social Work Supervisor / Service Head should inform the complainant of the proposed actions that he / she will take to address the issue and indicate a timeframe within which he /she will report the outcomes of these actions back to the complainant. (Normally, verbal complaint will be replied verbally and written complaint will be replied in writing within 14 working days).

4.4.5 If, after receipt of reply from the Unit-in-charge / Social Work Supervisor / Senior Social Work Supervisor / Service Head, the staff making a complaint remains dissatisfied, the Unit-in-charge / Social Work Supervisor / Senior Social Work Supervisor / Service Head should refer the complainant to the Service Head / Director of Social Work Services in their order of ascending

responsibility as appropriate.

4.4.6 When addressing a complaint, whether substantiated or not, the Service / Division will consider whether the matter indicates an opportunity to modify procedures or enhance communications to ensure that similar concerns or problems do not arise in future. This approach should assist in achieving early and satisfactory resolutions of complaints in most cases.

4.4.7 If contents of the complaint are related to disciplinary matters, the agency's "Guidelines on Disciplinary and Grievance Procedures" (revised on 1 April 2013) [See Appendix 18 of Human Resources Management Manual] should be referred to.

4.5 Attitude to Receiving Complaints

4.5.1 Any staff member who receives a complaint about the service should receive the complaint in an open and courteous manner.

4.5.2 Any Unit-in-charge / Social Work Supervisor / Senior Social Work Supervisor / Service Head, who receives a complaint should inform the complainant of the action that he /she proposes to take and of the timeframe within which the complainant can expect to receive an initial response.

4.5.3 All verbal and written communication to the staff making a complaint should be made in clear, simple language, avoiding the use of jargon or abbreviations.

4.6 Documenting Complaints

4.6.1 Two files, namely Staff Complaint File and Complaint Register File, should be properly kept.

4.6.2 Any Unit-in-charge / Social Work Supervisor / Senior Social Work Supervisor / Service Head receiving an initial complaint should record the nature of the complaint, date of complaint received and action taken in the Complaint Register Form (Annex 1).

4.6.3 The Unit-in-charge / Social Work Supervisor / Senior Social Work Supervisor / Service Head should record the outcomes of the complaint in the Complaint Register Form.

4.6.4 Copies of correspondence, action taken and any other documents relating to the complaint should be kept on the Staff Complaint File and copied to the Service Head for information.

4.6.5 The Unit-in-charge / Social Work Supervisor / Senior Social Work Supervisor / Service Head will provide a summary report on the general nature and number of complaints received and actions taken to resolve complaints and enhance service delivery.

4.7 Confidentiality

4.7.1 In taking actions to examine and resolve a complaint, all staff should:

- as a general principle, only disclose details of the complaint to persons on a necessary basis to address the complaint; and
- specifically respect any confidentiality concerns expressed by the complainant.

4.7.2 The Complaint Register File and Staff Complaint File should be maintained by the Social Work

Supervisor / Senior Social Work Supervisor / Service Head and copies of complaints related documents should only be placed on the files of individual staff members if deemed necessary by the Service Head.

4.8 Keeping Staff Members Informed about the Complaint Policy and Procedures of the Service Units

4.8.1 All staff members will be informed of the complaints' channel via Administrative Guidelines.

Date of Review and Revision: 24 June 2020

Complaint Register Form

Serial No.	Date	Nature of Complaint	Outcome

Date of Review and Revision: 24 June 2020