
明愛青少年及社區服務

服務質素標準 13

13.2 失物待領程序

1. 凡在中心拾獲他人遺漏之物件，請交予當值詢問處職員，一切拾獲之物件(除易壞物品外)，皆以失物程序處理。
2. 當值職員需將失物登記，妥為保存，並將有關失物資料公開張貼。此外，單位主管須每季覆閱失物登記記錄。
若失物為貴重物品，如八達通、信用卡、手提電話等，若兩個工作天均未有人認領或未能聯絡上物主，單位應委派職員把物品送交警署。
3. 物主可向當值職員查詢及領回失物。
4. 一般情況由拾獲失物日起，三個月後，若未有人領回失物，本中心作出適當處理。

Caritas Youth and Community Service
Service Quality Standards 13
13.2 Procedure for Redemption of Lost Item(s)

1. Lost item(s) (except easily decayed goods) being discovered at any Service Units should be reported and handed to duty staff stationed at Reception Counter for further action following the procedures of handling lost item(s).

2. Duty staff must record details of such lost item and properly maintain such details. Similar details should also be posted on Service Unit's notice board for public awareness. If the lost property is valuables, such as Octopus, credit card, mobile phone, etc., if no one has claimed it for two working days or the owner cannot be contacted, the unit should appoint a staff to deliver the item to the police station.

3. Owner of lost item may enquire to duty staff for his/her lost item and arrange for redemption.

4. If lost item has not been redeemed in 3 months from the date of discovery, such lost item is to be disposed of at the discretion of Service Units.

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