

## **Policy and Procedures on Complaint**

### **1. Introduction**

Hong Kong Billiard Sports Control Council Company Limited (the “Council”) handles complaints of various nature based on the principles of fairness and impartiality to ensure that complaints are handled and resolved in a timely manner.

### **2. Complaint Procedure**

- 2.1 Complainants under 18 years of age may submit the complaints through their parents or guardians. Complaints submitted anonymously or without valid contact information will not be accepted.
- 2.2 For complaints relating to Hong Kong representative squad selection or related matters, please refer to the "Hong Kong Billiard Representative Squad Selection Criteria and Appeal Policy".
- 2.3 The complainant must submit a complaint in writing to the Council within one month from the date of the incident. Late complaint will not be accepted.
- 2.4 The written complaint must clearly state the date and time of the incident and the grounds of complaint, together with a crossed cheque for the fee of HK\$300 (payable to “Hong Kong Billiard Sports Control Council Company Limited”).
- 2.5 If the complainant makes comments, inquiries or express dissatisfaction verbally, under normal circumstances the Council will reply verbally without a written reply.

### **3. Complaint Handling**

- 3.1 The complainant will receive acknowledgement of receipt of the complaint from the Council within 10 working days. The Council will make inquiry from the complainant and investigate the incident. If the complaint is due to a misunderstanding, enquiry or expression of opinion, the Council will try to make clarifications to resolve the matter expeditiously.

3.2 In investigating the complaint, the Council may interview the complainant, the person being complained about, and relevant persons to understand the matter, and to decide what appropriate actions to take.

3.3 Under normal circumstances, the handling of complaints will be completed within 2 months and the final decision will be made by the Executive Committee of the Council. The decision is not subject to appeal. The complainant will receive a written reply within 10 working days from the date of the decision. If the decision involves the conduct or discipline of any person, appropriate follow-up actions or disciplinary measures will be taken against the relevant person.

#### **4. Confidentiality**

Other than for the purpose of investigating the complaint, the information related to the complaint will be handled by the Council on a strictly confidential basis.

【Date: 2022.1.31】