



香港旅遊業議會
TRAVEL INDUSTRY COUNCIL
OF HONG KONG
Incorporated with limited liability

IMPORTANT

DIRECTIVE

Issue Date: 17th October 2005

Ref: BOD142/17/10/05

Investigation of consumer / tourist complaints

Resolution No.142

(Category: General)

The Board has resolved at its meeting held on 12th October 2005 to amend Directive No. 84 to read as follows:

Members shall answer questions from the TIC concerning written complaints from consumers or tourists against their service in writing within 21 days from the date of the TIC's written request given either by post, fax or e-mail. Should the required information not be received by the TIC within the time given, the member will be subject to penalty to be imposed by the Compliance Committee and the relevant case will be presented to the committees concerned for action.

The amendment is necessary because the Executive Office now handles not only consumer complaints but also tourist complaints, which is different from the situation in 2000 when Directive No.84 was issued. A reply in writing is necessary for presentation of the required information to the relevant committees for consideration and for documentation of the information.

This directive supersedes Directive No.84 and takes effect immediately.

BY ORDER OF THE BOARD OF DIRECTORS
TRAVEL INDUSTRY COUNCIL OF HONG KONG

Joseph Tung
Executive Director