

## Opinions / complaints about courses

### 1. Introduction

With a view to making continuous improvement and striving for excellence, we cherish any opinions that would help to enhance the quality of our courses.

### 2. Opinions / complaints

2.1 Course participants or those who wish to sign up a course may **express their opinions** by:

2.1.1 writing to the Industry Training Department, Travel Industry Council of Hong Kong, Rooms 1706-09, Fortress Tower, 250 King's Road, North Point, HK; or

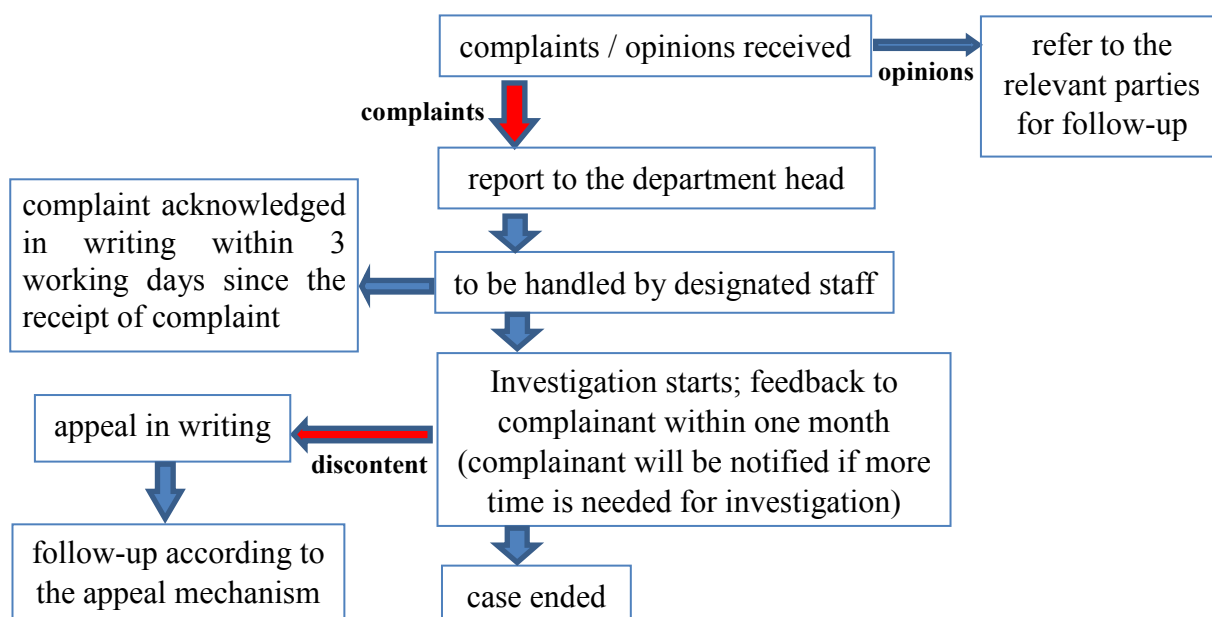
2.1.2 sending email to [training@tichk.org](mailto:training@tichk.org); or

2.1.3 faxing to 2510-9779; or

2.1.4 phoning to 2807-1199.

2.2 Complainants are required to **lodge a complaint in writing**. If assistance is needed for writing, the complainant may contact the TIC Industry Training Department on 2807-1199 to make an appointment to file the complaint. The details of the complaint mentioned by the complainant will be recorded for the drafting of complaint letter by staff of the TIC. The draft letter will be sent within seven working days by fax, post or email to the complainant, who needs to sign it to confirm the details of the complaint before the TIC begins to handle the complaint.

### 3. Procedures to handle opinions / complaints



#### 4. Important notes to the complainants

- 4.1 Complainants should:
  - 4.1.1 provide their name and contact information (e.g. telephone number, email address or mailing address) for future correspondence. Anonymous complaints will be accepted only when sufficient information is provided. However, the anonymous complainants will not be informed of the result of complaint investigation;
  - 4.1.2 cooperate with the complaint handling staff of the TIC honestly, sincerely and respectfully;
  - 4.1.3 provide all the necessary and accurate information for complaint investigation and resolution;
  - 4.1.4 understand the time needed for complaint investigation and handling may sometimes be longer than the complainant expects; or
  - 4.1.5 understand the resolution of the complaint must be in the public interest, and therefore may not necessarily meet the personal expectations of the complainant.
- 4.2 Complainants should **not**:
  - 4.2.1 provide any advantage to the complaint handling staff in exchange for privilege, which could establish the bribery offence;
  - 4.2.2 instruct the TIC staff how to handle their complaints and/or request a designated staff member to handle their complaints; and
- 4.3 Complaints must be lodged in writing. Please refer to point 2.2 above for details.

#### 5. Policy on personal data protection

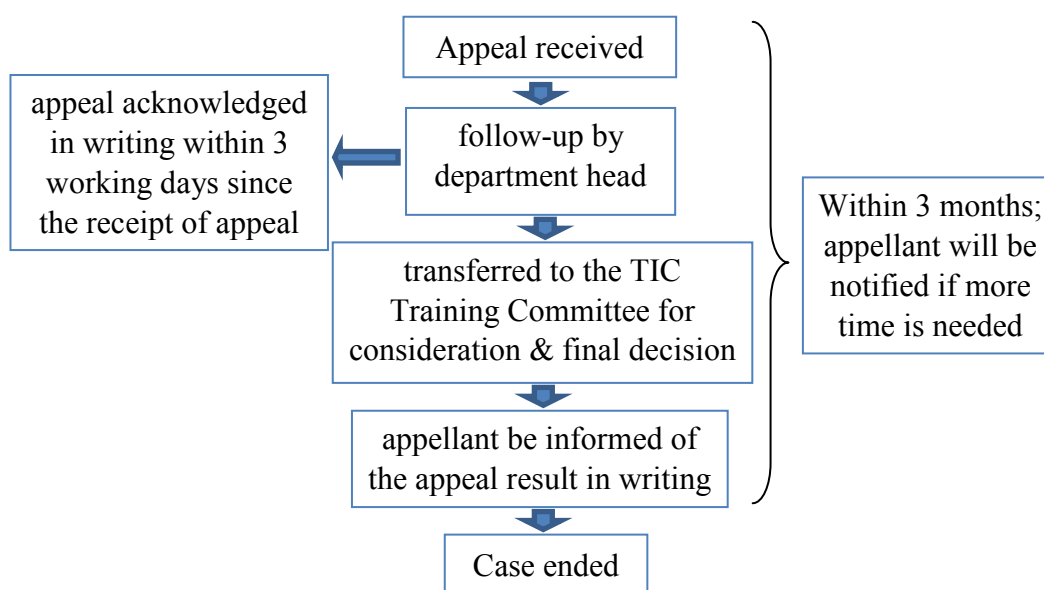
- 5.1 Complainants may provide their personal data on a voluntary basis, and such data and information will only be used for processing of complaints and only be accessed by the staff handling the complaints.
- 5.2 Some personal information may need to be transferred to a third party that is related to the complaint.
- 5.3 Complainants may check or update their personal data held by the TIC. Any request for access to or updating of personal data should be made in writing and addressed to the TIC Industry Training Department at Rooms 1706-09, Fortress Tower, 250 King's Road, North Point, Hong Kong.

#### 6. Appeal

Complainants who are discontented with the result of investigation may make an appeal **by providing reasons or new evidence**. Appeals must be put by:

- 6.1 writing to the Executive Director, Travel Industry Council of Hong Kong, Rooms 1706-09, Fortress Tower, 250 King's Road, North Point, HK; or
- 6.2 sending email to [office@tichk.org](mailto:office@tichk.org); or
- 6.3 faxing to 2510-9907.

## 7. Procedures to handle appeals



## 8. Enquiries

For any enquiries, please contact the staff of the TIC Industry Training Department at 2807-1199 during office hours.