

# **Handling Mechanism of Complaints about the Departmental Services of the Fire Services Department**

## **Missions**

The Fire Services Department takes complaints seriously and is committed to working with complainants to address public concerns and enhance service delivery.

All complainants are entitled to have their complaints treated in a fair, transparent, courteous, timely and confidential manner. Fire Services Department endeavors to uphold every complainant's rights.

## **Complaint Handling**

Staff of Fire Services Department will record and handle any complaint lodged in accordance with the relevant legislation, Government policies and established departmental practices.

Complainants will be informed of the outcome of a complaint investigation.

Complainants who are dissatisfied with the outcome of a complaint investigation may file an appeal.

## **DOs and DON'Ts for Complainants**

### **DO:**

- Be cooperative, honest and courteous in all their dealings with complaint handling staff of Fire Services Department.
- Provide all the necessary and accurate information for complaint investigation and resolution.

- Understand that complaints of complicated nature need thorough investigation which can take time. There may be cases where the response cannot be as quick as the Government and complainant would like.
- Appreciate that the Government has to make decisions to safeguard public resources. It will not always be able to pursue an issue to the extent that a complainant would ideally like.

## **DON'T:**

- Offer complaint handling staff any inducement to give their complaints special consideration. This may constitute an offence of bribery.
- Direct how their complaints should be handled, and/or by whom.

## **Personal Data Privacy Policy**

Complainants supply their personal data on a voluntary basis. All personal data provided will only be used for the purposes related to the complaint handling and investigation. The complainant's personal data may be passed to other departments/third parties for the purpose of investigation. Complainants have the right to object to the passage of their personal data to other departments/third parties, but they should note that this may adversely affect the investigation into the complaint. Complainants have the right to request access to and correction of their personal data held by the Fire Services Department. Such request should be made in writing to **the Personal Data Privacy Officer at 9/F., Fire Services Headquarters Building, 1 Hong Chong Road, Tsim Sha Tsui East, Kowloon.**

## **Complaint Processing Time**

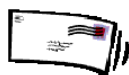
The Fire Services Department will acknowledge receipt of complaints as soon as possible and no later than 10 calendar days. The acknowledgement can be made by means of Acknowledgement Card (GF17), letter, e-mail, fax or telephone. In general, a substantive reply will be issued within 30

calendar days after receipt of a complaint.

For complicated cases requiring longer processing time, the complainant will be informed by an interim reply of the progress of the case; and the reason why a longer time is needed for our provision of a substantive reply.

### **Complaint Channels**

Any person wishing to lodge a complaint or an appeal against an investigation outcome may make use of any of the following channels:



- *By telephone at* 2723 8787
- *By email to* [hkfsdenq@hkfsd.gov.hk](mailto:hkfsdenq@hkfsd.gov.hk)
- *By fax to* 2311 0066
- *By mail to* Fire Services Headquarters Building,  
1 Hong Chong Road,  
Tsim Sha Tsui East, Kowloon.
- *In person at* various units of Fire Services Department