

# Revised Draft Guideline on **Complaints**

30 March 2015

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# Guideline on Complaints

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... principal competition  
... forcing the Ordinance it has  
... jurisdiction with the CA in respect of the anti-  
... e conduct of certain undertakings oper  
... unications and broadcasting sector  
... otherwise, where a matter relates to conduct falling within  
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# I Introduction

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The Ordinance applies to all sector  
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## 2 Making a Complaint to the Commission

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legally qualified person or a person completing an authorised course of instruction, or a person at the Commission's offices (b) who is authorised to receive complaints on behalf of the Commission.

The relevant contact details are listed in Part 6 of this Guideline. Complaints may be submitted on behalf of more than one person or party.

Where a complainant provides relevant contact details, the Commission will acknowledge promptly receipt of an authorised complaint.

At the time of making a complaint, it is not necessary to provide details of the conduct. However, to assist the Commission in assessing the matter, complainants should submit any information as much of the following as possible:

a description of the complaint, including details regarding the conduct complained about;

information regarding the person or persons involved;

any relevant documents;

any other information.

### 3 Confidentiality

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#### Confidentiality of complaints

3.1 The Commission will not nor

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## 4 Assessment of Complaints and Queries

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...y complaint or query it receives regarding anti-  
...ve it will not pursue all such complaints and quer  
Section 37(2) of the Ordinance provides the Commission with the discretion to  
decide which complaints may warrant in ... this in ... the d  
... estigate a complaint further where the Commission does not consider it reasonab  
to do so, and the discretion to in ... at ever.  
... longer wishes to cooperate with

- 4.2 Without limiting what is considered reasonable ...  
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## 5 Next Steps

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## 6 Further Materials and Contact Details

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## Commission contact details

Financial Services Commission  
215 Des Voeux Road East, Wanchai,

or the most up to date contact details f

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ating in the telecommunications and broadcasting sector

can also be made to the CA.

## CA contact details

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