



競爭事務委員會
COMPETITION
COMMISSION



通訊事務管理局
COMMUNICATIONS
AUTHORITY

Revised Draft Guideline on Complaints

30 March 2015

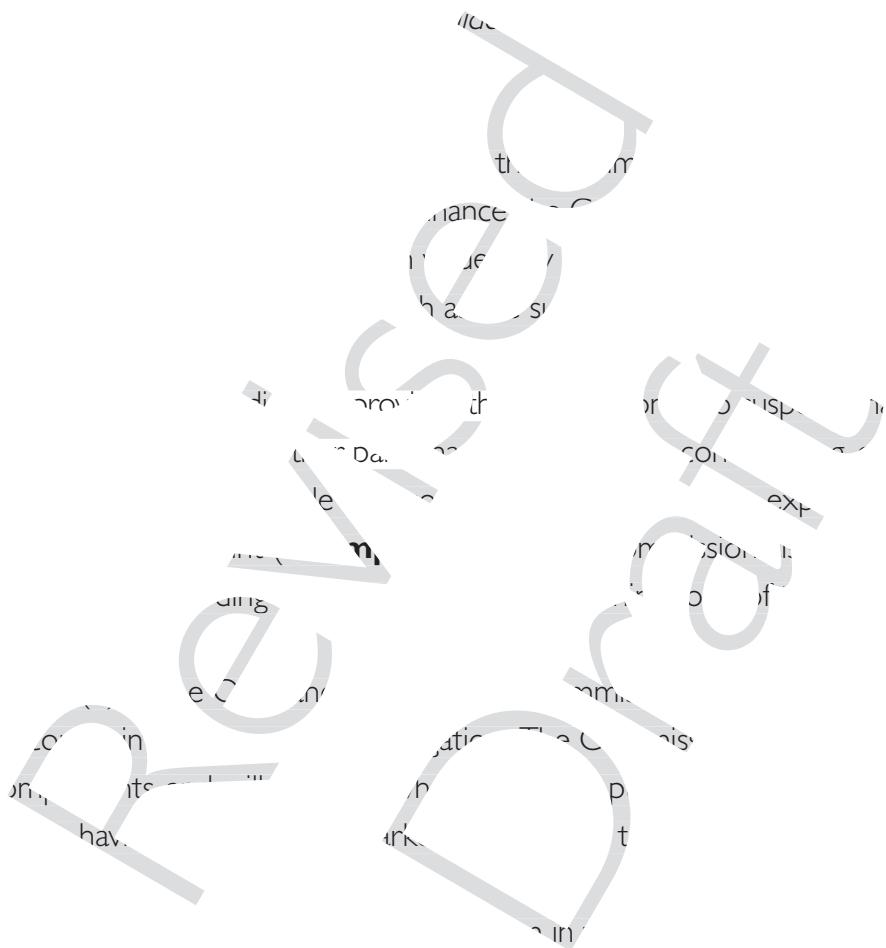
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Guideline on Complaints

in principal competition
forcing the Ordinance it has
isdiction 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
this concurrent jurisdiction, the Commission's
Commission also applies.

I Introduction

The Ordinance applies to all sector object or eff



2 Making a Complaint to the Commission

legally binding person at the Commission's offices (b) completing an application for a complaint may be submitted on behalf of more than one person or party.

The relevant contact details are listed in Part 6 of this Guideline.

At the time of making a complaint, it is not necessary to provide the Commission with relevant contact details. However, to assist the Commission in assessing the matter, the complainant should submit any information that will help the Commission to decide the case. This includes as much of the following information as possible:

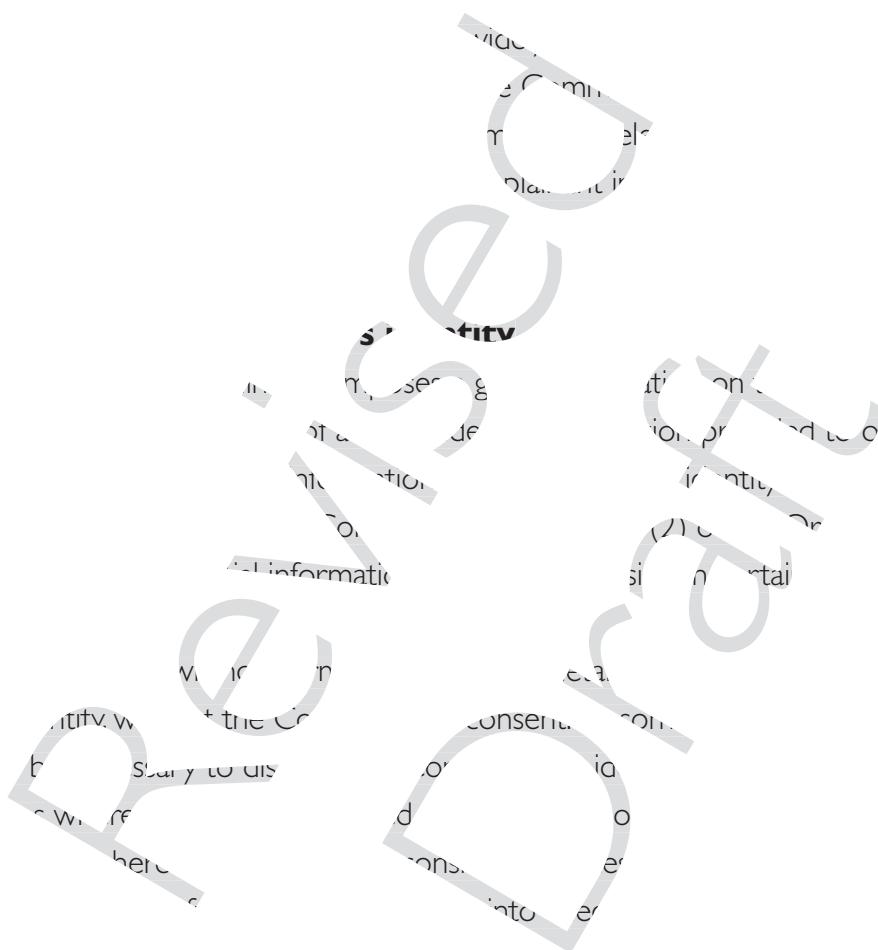
• description of the conduct about which the complainant is complaining;

• description of the conduct regarding which the complainant wishes to complain;

3 Confidentiality

Confidentiality of complaints

3.1 The Commission will not nor



4 Assessment of Complaints and Queries

any complaint or query it receives regarding anti-discriminatory law, it will not pursue all such complaints and queries.

Section 37(2) of the Ordinance provides the Commission with the discretion to decide which complaints may warrant investigation.

The Commission may investigate a complaint further where the Commission does not consider it reasonable to do so, and the discretion to investigate a complaint may be exercised if the Commission no longer wishes to cooperate with the complainant.

4.2 Without limiting what is considered reasonable:

- trivial, irrelevant, vexatious, or vexing;
- particular, specific, and substantiated;

5 Next Steps

After a preliminary

6 Further Materials and Contact Details

Commission contact details

56 Queen's Road East, Wanchai,

or the most up to date contact details f

ies about the anti-competitive behaviour and conduct of licensees and
ating in the telecommunications and broadcasting sector
can also be made to the CA.

CA contact details

You can make complaints about the behaviour and conduct of licensees and other per

