

社會工作者註冊局

SOCIAL WORKERS REGISTRATION BOARD

處理投訴或意見的政策及程序

Policy and Procedures for Handling Complaints or Opinions

前言

1. 社會工作者註冊局(下稱「註冊局」)相信公正的投訴處理機制及完善的投遞意見渠道，可以有效地提高註冊局的服務質素及工作效率，故設置渠道供公眾人士向註冊局就各項措施、運作、處理方法、職員工作態度等提出投訴及表達意見和建議。註冊局盡力及適切地跟進並處理所收到的投訴或意見。
2. 此項政策及程序不適用於針對註冊社會工作者而提出的投訴。投訴註冊社會工作者應按照「社會工作者註冊條例」及註冊局所訂定的規則處理。詳情請參閱註冊局網頁「紀律事宜」。

原則

3. 註冊局以公平、公正及開放的態度處理投訴或意見。
4. 註冊局須按保密原則處理投訴，只會向有需要知情的人士透露內容。
5. 任何人作出投訴或反映意見時，須提供真實姓名及聯絡方法。如選擇書面回覆，必須提供郵寄地址、電郵地址或傳真號碼。投訴人亦可選擇口頭回覆，並須提供電話號碼。匿名或沒有提供聯絡方法者，概不受理。
6. 註冊局將按投訴人或提供意見者的意願以書信或口頭形式回覆對方
7. 註冊局會在合理切實可行的範圍內盡快處理投訴或意見；清楚及具體詳

Foreword

The Social Workers Registration Board ("the Board") believes that there should be in place a just complaint handling mechanism and a sound opinion communication channel so as to effectively to enhance the service quality and efficiency of the Board, hence it sets up channels for the public to lodge complaints, reflect opinions and suggestions to the Board on its measures, operation, work procedures, staff attitudes and etc. The Board strives to follow up and handle all complaints or opinions received.

This Policy and Procedures does not apply to complaints against registered social workers. Complaints against registered social workers will be dealt with in accordance with the "Social Workers Registration Ordinance", the rules set out by the Board. For details, please refer to the "Disciplinary Matters" in the Board's website.

Principles

The Board handles complaints or opinions in a fair, just and open manner.

In handling complaints, the Board should follow the principle of confidentiality and will only disclose the details to the related parties on need-to-know basis.

When making complaints or reflecting opinions, people are required to provide their true names; and contact information. The complainants or opinion providers should provide their postal or email address, or fax number if they choose to receive written reply. If they opt for verbal reply, phone number should be provided. Anonymous complaints or those made without contact information will not be accepted.

The Board will reply in writing or verbally according to the will of the complainant or opinion provider.

Complaints or opinions will be handled as soon as reasonably practicable. A clear and detailed description of the complaints or opinions will help

述的投訴事項或意見內容，有助註冊局及時並有效地處理有關投訴或意見。

the Board to handle them in a timely and effective manner.

8. 註冊局設定的投訴時限為事件發生後一年之內，除非有特殊理由，否則將不會受理超過這時限的投訴。

The time limit for the Board to handle complaints is set as one year after the incident had taken place. Delay will not be accepted unless special reasons were provided.

途徑

Ways

9. 任何人可以書面、親身或電話作出投訴或反映意見，但只限於以下的投訴或意見類別：

People may lodge complaints or reflect opinions in writing, in person or by phone, but limited to the following types of complaints or opinions related to:

- (1) 註冊局政策或措施；或
- (2) 註冊局辦事處職員。

- (1) The Board's policies or measures; or
- (2) Staff of Board office.

10. 書面：
可使用「投訴或意見反映表格」（見附件）或自行撰寫信件，以郵寄、電郵、傳真或親臨辦事處交回社會工作者註冊局主席或註冊主任收啟。

In writing:
You may use the "Complaint or Opinion Form" (as attached) or write your own letter and return it to the Chairperson or the Registrar of the Board; this can be by post, email, fax or submitting in person to the Board office.

地址：香港筲箕灣南安街 83 號海安商業中心 27 樓

Address : 27/F Eastern Commercial Centre, 83 Nam On Street, Shau Kei Wan, Hong Kong

電郵：info@swrb.org.hk

Email : info@swrb.org.hk

傳真：2591 1411

Fax : 2591 1411

11. 電話/親身：
可於辦公時間內（詳情請參閱註冊局網址）致電/親臨註冊局（電話：2591 1955），向當值職員作出投訴或反映意見。

By phone/In person:
During the office hours (please refer to the Board's website for details), you may make complaints or reflect opinions to the duty officer of the Board office over the phone (Tel: 2591 1955) or in person.

處理程序

Handling Procedures

12. 辦事處於接獲投訴或意見後的三個工作天內，初步回覆確認接獲投訴或意見。

The Board office will initially acknowledge receipt of complaints or opinions within three working days after receiving complaints or opinions.

13. 無論投訴是否成立或意見是否被採納，註冊局將通知對方有關結果及跟進工作。

Regardless of the fact that the complaint has been established or the opinion accepted or not, the Board will inform the complainant or the opinion provider of the results and the follow-up steps taken.

14. 涉及註冊局政策及措施：
(1) 經註冊主任或助理註冊主任初步處理後，如投訴人或提供意見者對處理結果仍未滿意，註冊主任須把個案交由行

Concerning the Board's policies and measures:
(1) The case will be handled by the Registrar or the Assistant Registrar at the preliminary stage; and submitted to the Committee on Administration for further consideration if the complainant or opinion provider still

政事務委員會作審議。如有需要，行政事務委員會可約見相關人士，以進一步瞭解詳情，並記錄在案。

- (2) 如投訴成立或意見被採納，將交由註冊局成員全體會議商議跟進步驟及工作。

15. 涉及辦事處職員：

- (1) 有關註冊主任或助理註冊主任的投訴或意見，須由行政事務委員會直接處理。調查後，如初步認為投訴成立或接納意見，須呈報註冊局全體成員會議審議處理。
- (2) 有關其他職員的投訴或意見，經註冊主任或助理註冊主任調查後，如初步認為投訴成立或接納，由註冊主任作出處理辦法並知會行政事務委員會，或呈交行政事務委員會審議處理辦法。
- (3) 行政事務委員會或註冊主任收到投訴後，如有需要，可約見相關人士，以進一步瞭解詳情，並記錄在案。

記錄

16. 所有投訴及意見，不論成立或被採納與否，均須備存在檔。
17. 對註冊局職員的投訴，如被裁決屬實，須另保存於有關職員的個人檔案。
18. 存留年期將按法例要求及註冊局規則而定，一般以七年為限。

投訴事項的上訴

19. 投訴人或被告訴人可以書面於註冊

feels unsatisfied with the result. The Committee may meet the related parties for further understanding of the details if and when necessary. Minutes of the aforesaid meetings will be kept accordingly.

- (2) If the complaint is established or the opinion is adopted, such cases will be submitted to the Full Board meeting for discussing the follow-up steps.

Concerning staff of the Board office:

- (1) Complaints or opinions made on the Registrar or the Assistant Registrar shall be handled directly by the Committee on Administration. After investigation, they should be reported to the Full Board meeting for deliberation if the complaint or opinion is initially considered to be established or accepted.
- (2) For complaints or opinions made on other staff members that have been investigated by the Registrar or the Assistant Registrar, if such complaint or opinion is initially established or accepted, the Registrar will handle the case and notify the Committee on Administration or submit the case to the Committee for further consideration and handling.
- (3) After receiving the complaint, the Committee on Administration or the Registrar may, if necessary, meet with the related parties for further details. Minutes of the aforesaid meetings will be kept accordingly.

Records

All complaints and opinions must be kept in file, regardless of whether they are established, adopted or not.

Complaints against Board office staff, if they are established, must be kept in the personal file of the staff member concerned.

The duration of records to be kept will be determined by statutory requirements and the rules set out by the Board, and generally speaking up to seven years.

Appeal of Complaints

The complainant or the complainee may appeal to

局發出回覆後的 14 個工作天內向註冊局全體成員提出上訴。

the Full Board Meeting in writing within 14 days of issue of reply from the Board.

20. 提出上訴時，必須提出足夠理據或新證據。

Substantial grounds or new evidence should be provided when making appeal.

21. 註冊局全體成員對上訴的裁決為最終裁決。

The decision of the Full Board Meeting on the appeal is final.