

填寫投訴表格和法定聲明的常見問題

FAQs on filling in the Complaint Form and Statutory Declaration

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| <p>有關甲部：提出投訴人士資料</p> <p>1) 問：投訴人是否必須提供聯絡地址？ 答：投訴人須提供一個實體地址作為聯絡地址，並且不能以郵政信箱或電郵地址代替。</p> | <p>About Part I: Particulars of Complainant</p> <p>Q: Must a Complainant provide a correspondence address? A: A Complainant must provide a physical address as correspondence address. Such address must not be P.O. Box address or email address.</p> |
| <p>有關乙部：被投訴冊社工的資料</p> <p>2) 問：若投訴人不知道被投訴的註冊社工的全名，可否向註冊局作出投訴？ 答：投訴人須自行核實及提供所投訴的註冊社工的全名，否則註冊局將不能處理相關投訴。</p> | <p>About Part II: Particulars of Registered Social Workers(s) being complained</p> <p>Q: If a Complainant does not know the full name of the Registered Social Worker(s) being complained, could the Complainant lodge the complaint to the Board? A: The Complainant must verify and provide the full name of the Registered Social Worker being complained. Otherwise, the Board will not be able to handle the complaint.</p> |
| <p>有關丙部：投訴內容</p> <p>3) 問：投訴人可否一併提供其他文件例如報告、書信或電郵，作為支持其投訴的資料？ 答：投訴人可隨投訴表格一併提交其他支持文件，惟須於投訴表格的「支持有關投訴的證明文件」一欄中清楚列明所提供的文件。</p> <p>4) 問：投訴人可否修改已填寫及簽署的投訴表格？ 答：投訴人仍可就其投訴表格作出修改，但須在每一項修改處旁簽署確認，及在投訴表格「丁部：聲明及同意」中填寫完成修訂投訴表格的新日期及簽署確認。若投訴人已曾就該投訴表格作出法定聲明，則須就該新修訂的投訴表格，重新作出及提交法定聲明。</p> | <p>About Part III: The Complaint</p> <p>Q: Can a Complainant provide other documents such as reports, letters or emails in order to support the complaint? A: The Complainant can provide, together with the Complaint Form, other supporting documents but shall list out clearly those documents in the part “Supporting documents(s) of the complaint” of the Complaint Form.</p> <p>Q: Can a Complainant revise the Complaint Form, which is already completed and signed? A: The Complainant can still make revision to the Complaint Form, but shall counter-sign each revision for confirmation, and fill in the new date of the revised Complaint Form in “Part IV: Declaration and Consent” and counter-sign for confirmation. If the Complainant has already made a statutory declaration in relation to the Complaint Form, the Complainant shall make and submit a new statutory declaration afresh.</p> |
| <p>有關丁部：聲明及同意</p> <p>5) 問：若投訴人需就已簽署的投訴表格作出修改，是否也須重新填寫此部分？ 答：投訴人須重新填寫完成修訂投訴表格的新日期及簽署確認。</p> | <p>About Part IV: Declaration and Consent</p> <p>Q: If Complainant needs to revise the signed Complaint Form, is Complainant also required to fill in this part again? A: The Complainant must fill in the new date of the revised Complaint Form and counter-sign for confirmation.</p> |

| 有關法定聲明 | About Statutory Declaration |
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| <p>6) 問：法定聲明內容中所列的投訴表格日期，是指完成填寫投訴表格的日期，還是指作出法定聲明當天的日期？</p> <p>答：法定聲明內容中所列的投訴表格日期是指在投訴表格「丁部：聲明及同意」中所填寫的日期（而非作出法定聲明當天的日期）。</p> | <p>Q: Does the date listed in the content of the statutory declaration refer to the date of completing the Complaint Form or the date of making the statutory declaration?</p> <p>A: The date listed in the content of the statutory declaration refers to the date written on “Part IV: Declaration and Consent” of the Complaint Form (but not the date of making the statutory declaration).</p> |
| <p>7) 問：法定聲明中的「聲明人簽署」，是否須跟投訴表格「丁部：聲明及同意」中的簽署式樣相符？</p> <p>答：是，法定聲明及投訴表格中的簽署式樣須相符。</p> | <p>Q: Must the “signature of declarant” in the statutory declaration to be tallied with the signature in “Part IV: Declaration and Consent” of the Complaint Form?</p> <p>A: Yes. The signatures in the statutory declaration and the Complaint Form must be tallied.</p> |
| <p>8) 問：若填寫投訴表格的投訴人多於一人，是否所有投訴人均須作出及提交法定聲明？</p> <p>答：是，各投訴人可使用同一份表格或獨立表格作出法定聲明。</p> | <p>Q: If there are more than one Complainant filing the Complaint Form, must all Complainants make and submit statutory declarations?</p> <p>A: Yes. Each Complainants could make the statutory declaration in the same form or in individual forms.</p> |
| <p>9) 問：投訴人應從何途徑作出法定聲明，及使用哪一款表格？</p> <p>答：投訴人可 (1) 前往各區民政事務處，使用其「HAD 5」表格及填上所要求內容（請參考「適用於民政事務處的聲明樣本」），並在監誓員面前作出聲明；或 (2) 選擇在執業律師或太平紳士面前，使用附夾於投訴表格的空白表格作出聲明。但請留意，用於經執業律師或太平紳士作出聲明的空白表格，不應用於在民政事務處作出的聲明或作為附件。</p> | <p>Q: How should a Complainant make the statutory declaration, and which form should be used for such purpose?</p> <p>A: The Complainant can (1) go to a District Office of the Home Affairs Department, use its “HAD 5” form and fill in the required contents (please refer to the “Sample applicable for making the declaration at District Affairs Department”) and make the declaration before the Commissioner for Oaths; or (2) use the blank form enclosed with the Complaint Form to make the declaration before a solicitor or Justice of the Peace. Please note that the blank form used for making declaration before a solicitor or Justice of the Peace should not be used at the District Office of the Home Affairs Department as the declaration form or as its attachment.</p> |
| <p>10) 問：可否以電郵方式遞交法定聲明？</p> <p>答：不可。因所提交的法定聲明須為正本，故經電郵提交的法定聲明副本不獲接受。</p> | <p>Q: Can the statutory declaration be submitted via email?</p> <p>A: No. Since the statutory declaration submitted must be original copy, the statutory declaration submitted via email would not be accepted.</p> |