



**退休長者協會有限公司**  
**Association of Retired Elderly Limited**

地址：香港灣仔道 113-117 號得利商業大廈 22 樓 E 室 電郵：[info@hkare.org](mailto:info@hkare.org) 電話：852-39565707  
 Address: Office E, 22/F, Tak Lee Commercial Building, 113-117 Wan Chai Road, H.K. Email: [info@hkare.org](mailto:info@hkare.org)  
 Tel: 852-39565707

Official Use	
Comp.No.	Handling:

**投訴表格**  
**Complaint Form**

注意事項 Notes :

- ◆ 我們不接受匿名或投訴人不能被聯絡上的投訴 We do not accept complaint that is made anonymously or the complainant cannot be contacted
- ◆ 閣下提供的資料，將只用於處理投訴及本會的內部檢討或職員紀律程序 The information provided will only be used in dealing with the complaint and in our internal review or staff disciplinary procedures
- ◆ 本會將對閣下提供的資料保密，唯我們認為事態嚴重時，可向警方及/或相關監管部門或團體舉報 We will keep the information provided confidential, however, if we consider the situation is serious, we may report to the police and/or the relevant regulatory bodies or organisations
- ◆ 請勿濫用我們的投訴機制。如我們發現任何投訴人故意作出惡意中傷或明知虛假的論斷，我們可披露本表格的資料(包括投訴人的身份及聯絡資料)予相關人士以採取合適的法律行動 Please do not abuse our complaints mechanism. If it is found that a complainant willfully makes a maliciously or knowingly false statement about any person, we may disclose the information in this form (including identity and contact particulars of the complainant) to the relevant persons to take appropriate legal actions

**甲部 Part A : 投訴人資料 Information of Complainant**

教授/博士/先生/太太/女士/小姐/機構 Prof./Dr./Mr./Mrs./Ms./Miss/Organization

(姓 Surname) (名 Given name)

(請提供至少一項閣下的聯絡資料 Please provide at least one of your contact particulars)

(a) 地址 Address

(b) 聯絡電話 Contact phone no. \_\_\_\_\_

(c) 電郵地址 E-mail address \_\_\_\_\_

**乙部 Part B : 投訴對象 Person(s) being complained**

本會 the Association (不指定某職員 no specified staff member)

本會的某職員 Particular staff member(s) of the Association

如知道其姓名，請註明 If you know his/her name, please specify : \_\_\_\_\_

本會「百龍匯智社會企業計劃」下的參與者(服務者或用人單位) Participant (Service Provider or Service Recipient) under our ARE Wisdom Social Enterprise Project

請註明名稱 Please specify the name : \_\_\_\_\_

**丙部 Part C : 投訴內容 Complaint Details**

(a) 投訴事件發生的日期及時間/時期 Date & time/ Period of the complaint event occurred

\_\_\_\_\_  
(日期 Date)

\_\_\_\_\_  
(時間 Time)

\_\_\_\_\_  
(時期 Period)

(b) 投訴事件發生地點 Place of the alleged event being complained occurred

\_\_\_\_\_

(c) 主要投訴事項 Major issue(s) complaint of

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

(d) 投訴事件的詳細始末 Details of the alleged event being complained

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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\_\_\_\_\_

(e) 支持有關投訴的證明文件 Supporting document(s) of the complaint

有，請參閱附件 Yes, please refer to the attachment(s) (附件數目 No. of attachments : \_\_\_\_\_ )

沒有 No

**丁部 Part D： 聲明及同意 Declaration and Consent**

- (a) 本人/我們是否同意協會向相關被投訴人披露本人的姓名和身份(不含聯絡資料)  
Whether I/we consent to the Association in disclosing my name and identity (not including my contact particulars) to the relevant person(s) being complained
- 同意 Consent  不同意 Not onsent
- (b) 本人/我們謹聲明，就本人/我們所知，上述資料正確無訛，且不含故意惡意中傷或明知虛假的論斷  
I/We declare that the information provided by me/us in this form is true and correct to the best of my/our knowledge and does not contain any willfully made maliciously or knowingly false statement about any person
- (c) 本人/我們同意此投訴及所提供的資料及證據，其副本將可能交予被投訴人作答辯  
I/We agree that this complaint and the information and supportve evidence provided may be copied to the person(s) being complained for preparing a defence

簽署 Signature :

\_\_\_\_\_

投訴人名稱 Name of complainant :

\_\_\_\_\_

日期 Date :

\_\_\_\_\_

**只適用於個人投訴人 Only applicable to individual complainant**

**個人資料收集聲明  
Personal Data Collection Statement**

閣下在本表格內提供的個人資料只用作處理及記錄投訴及與投訴相關的行動。除作上述用途外，本會將不會以任何形式出售或轉移您的個人資料予任何人士或組織。

Your personal data will only be used for dealing with and recording the complaint and for actions in connection with the complaint. Other than the above-mentioned purposes, your personal data being collected will not be sold or transferred to any other parties.

閣下日後可隨時以書面要求本會停止使用(如適用)或更新閣下的個人資料。書面要求可透過郵遞(地址：香港灣仔道 113-117 號得利商業大廈 22 樓 E 室)、傳真(號碼: 852-39565706) 或 電郵 (電郵地址: [info@hkare.org](mailto:info@hkare.org))交本會。

You may request us, in writing, not to use (if applicable) or update your personal data at any time in the future. Your written request can be submitted to us by post (address: Office E, 22/F, Tak Lee Commercial Building, 113-117 Wan Chai Road, Hong Kong), by fax (no. 852-39565706) or by e-mail (email address: [info@hkare.org](mailto:info@hkare.org)).