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Complaint Handling Procedures

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Document Number	HKIST-B-CHP-v2
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1.0 Objective

- 1.1 This policy prescribes the guiding principles, process and outcomes in the handling of complaints against Hong Kong Institute of Speech Therapists Limited (hereafter referred to as HKIST) and registrants (hereafter referred to as registrants) on the matters of professional misconduct. This policy guides HKIST in its regulatory role in safeguarding the public.
- 1.2 This policy guides the decision-making with regard to its key functions, including, but not limited to, complaint handling procedure and the subsequent disciplinary proceedings. Such procedures based on a two-tier decision-making system. After the preliminary checking of completeness of document, a committee or sub-committee (First tier) reviews the subject on hand and makes recommendations to the Council for discussion and final decision or approval (Second tier).
- 1.3 Any expression of concerns or complaints over the speech therapy profession are perceived as opportunities for its improvement. This document sets out the procedures which the PIC will follow a complaint is received. These procedures reflect the policies as endorsed by the HKIST Professional Council. The workflow of complaint handling is illustrated in the flow chart A /B with expected time frame at **Appendix 1**, and the details are set out in the sections that follow.
- 1.4 HKIST has no jurisdiction whatsoever over claims for refund or compensation, which should be pursued through separate civil proceedings.

2.0 Roles and Responsibilities

- 2.1 To ensure ethical and professional practice of HKIST and registrants of HKIST by enforcing the Code of Ethics for Speech Therapists.
- 2.2 To ensure that complaints are handled in a fair and transparent manner.

3.0 Scope

- 3.1 This policy applies to all complaints against HKIST and registrants of HKIST made to HKIST, such as but not limited to :
 - 3.1.1 The quality or delivery of the Professional Services
 - 3.1.2 The Conduct of a registrant of HKIST
- 3.2 Complaints from the registrants of HKIST and the public made to or about HKIST, such as but not limited to:
 - 3.2.1 Governance

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- 3.2.2 Operational Effectiveness
- 3.2.3 Standards of Registrants
- 3.2.4 Continuing Professional Development
- 3.2.5 Registration Procedures
- 3.2.6 Complaint and Appeal Handling Procedures
- 3.2.7 Risk Management
- 3.2.8 Reputation of HKIST
- 3.2.9 Management of Organization

4.0 Terms and Definitions

In this policy, unless the context other requires:

- 4.1 "Registrant" means the registrants under HKIST.
- 4.2 "Complaint" means an expression of concern, dissatisfaction or frustration with the quality or delivery of the professional services, or the conduct of a registrant;
- 4.3 "Complainant" means any person who files a complaint to the secretariat of HKIST;
- 4.4 "Professional Council" means the Professional Council of HKIST;
- 4.5 "CHG" means the Complaint Handling Group under Professional Council of HKIST
- 4.6 "PIC" means the Preliminary Investigation Committee under Professional Council of HKIST
- 4.7 "Secretariat" means the secretariat of HKIST

5.0 Principles in Handling Complaints Against HKIST and Registrants of HKIST

HKIST upholds the following principles:

- 5.1 All complaints are viewed as opportunities for improvement.
- 5.2 Protecting service users and the public is always the prime consideration in handling complaints.
- 5.3 HKIST shall provide accessible means for the public to make written complaints against HKIST and the individual or group of registrants of HKIST.

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- 5.4 All complaints are handled in accordance with the principles of fairness and independence, which may include the involvement of lay people in the complaints handling process, and the use of a 3-stage process (investigation, adjudication and appeals) with different people involved in each stage
- 5.5 HKIST is committed to effective complaint handling and values feedback through complaints.
- 5.6 Information about how and where to complain is well publicized to the public, registrants, staff and other interested parties.
- 5.7 The process of making a complaint and investigation is transparent and easy-to-understand for the complainant.
- 5.8 Complaints are acknowledged in a timely manner, addressed promptly and according to order of urgency, and the complainant is kept informed throughout the process.
- 5.9 Complaints are dealt with in an equitable, objective and unbiased manner.
- 5.10 Personal information related to complaints is kept confidential.
- 5.11 If a complaint is upheld, a remedy or resolution shall be provided.
- 5.12 There are opportunities for internal and external review and/or appeal about HKIST's response to the complaint, and the complainants are informed about these avenues.
- 5.13 Accountabilities for complaint handling are clearly established, and complaints and responses to them are monitored and reported to the Board of Directors, the Professional Council, and other relevant stakeholders.
- 5.14 All complaints handled and the respective actions taken shall be properly documented.

6.0 Receipt of complaint

- 6.1 Members of the public could submit a written complaint to the HKIST using the Complaint Form A / B at **Appendix 2**. On receipt of the written complaint, an acknowledgement letter would be sent to the complainant within 14 working days from the date of receipt of the written complaint.
- 6.2 Response within a set time frame, and keeping the complainant informed should there be delays.
- 6.3 Advice and support to persons giving information or evidence in relation to complaints and disciplinary cases, including witnesses and staff or registrants being complained against.

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- 6.4 No anonymous complaint will be dealt with. Complainant must provide their personal details as required.

7.0 Investigation

7.1 For Handling Complaints Against HKIST

- 7.1.1 The Professional Council shall set up the Complaint Handling Group (CHG) upon receiving a complaint against HKIST. CHG may compose of 3 members of the Professional Council. At least one of the members shall be a lay-member of the Professional Council.
- 7.1.2 CHG is responsible for deciding the merits and outcomes of the complaint.
- 7.1.3 CHG shall have a meeting to consider the complaint within three month of its formation.
- 7.1.4 The Secretariat shall send a copy of document(s) such as, but not limited to, the Complaint Form, the document(s) supporting the complaint, the internal policy, guideline, which considered to be relevant to the complaint, to all members of CHG for reference before the meeting.
- 7.1.5 CHG shall determine, by a simple majority, one of the following outcomes:
- 7.1.5.1 That the complaint shall be dismissed,
 - 7.1.5.2 That the complaint is established, or
 - 7.1.5.3 That further information and additional advice or assistance are required. In this case, CHG shall seek further information and additional advice or assistance within a month after the meeting. The documents received therewith shall be circulated among CHG members, and after the receipt of those documents, CHG shall direct the secretariat to fix a date within a month for another meeting of CHG.
- 7.1.6 CHG determines that the complaint is established, CHG shall discuss and make decision on the remedy or resolution in relation to the complaint to the Professional Council.
- 7.1.7 Possible remedies that may be offered to complainants are as follows:
- 7.1.7.1 A feedback,
 - 7.1.7.2 An appreciation,
 - 7.1.7.3 An apology,

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- 7.1.7.4 Reconsideration of a decision,
- 7.1.7.5 Amending or retracting documentation (e.g. publications, media statements, web pages),
- 7.1.7.6 An offer of non-financial assistance, as appropriate (e.g. providing information or contact details),
- 7.1.7.7 Changed policies or practices to prevent a reoccurrence, and
- 7.1.7.8 Training and support to the staff member who the complaint was about, if applicable.
- 7.1.8 CHG shall forward a report, signed by all members of CHG, to the Professional Council for endorsement. The report shall state its findings of facts, the reasons for the conclusion with dissenting view, if any, and its recommendation on remedy or resolution in relation to the complaint, if any, within three months after the last meeting of CHG on the Complaint.
- 7.1.9 If the Professional Council endorses the report submitted by CHG, the Professional Council shall implement the recommendation on remedy or resolution in relation to the complaint, if any. The Professional Council shall give the complainant a written reply on the outcome of investigation and recommendation. Recommendation may include remedy or resolution in relation to the complaint, and/or action proposed or taken to improve the administration of HKIST and/or action taken to address the conduct of any concerned personnel. The written reply shall inform the Complainant the right and the channel of appeal.
- 7.1.10 The Professional Council shall dissolve CHG after receiving the report from CHG.
- 7.1.11 In case the Professional Council failed to endorse the report submitted by CHG, the Professional Council shall dissolve CHG and set up another CHG for re-investigation.
- 7.2 For Handling Complaints Against Individual or Group of Registrants
 - 7.2.1 All complaints received by HKIST shall first be considered by the Preliminary Investigation Committee (PIC), which is a standing committee under the Professional Council. All complaints received by HKIST shall first be considered by the Preliminary Investigation Committee (PIC), which is a standing committee under the Professional Council of HKIST (Professional Council). PIC comprises a Chairperson, the speech therapist member of the PIC, one expert member in the field of speech therapy related to the complaint and one lay member.

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- 7.2.2 Before the matter is discussed at the PIC meeting, the registrant being complained against will be informed of the complaint and be invited to give an explanation in reply. All information related to the complaint will be handled in strict confidentiality.
- 7.2.3 The written complaint received, the explanation submitted by the concerned registered speech therapist and any other relevant information which is available will be considered during the investigation. PIC shall have a meeting to consider the complaint within three months.
- 7.2.4 PIC shall determine, by a simple majority, one of the following outcomes:
- 7.2.4.1 That the complaint is not being upheld, or
- 7.2.4.2 That the complaint is upheld.
- 7.2.5 If the complaint is not being upheld, a brief on the complaint will be prepared for the Chairman of the PIC, who will inform the complainant and the registrant being complained against about the outcome in writing.
- 7.2.6 If the complaint is being upheld, a brief on the complaint will be prepared for the Chairman of the PIC, which will include any disciplinary actions. The PIC Chairman will review the outcome and any disciplinary actions, and if in agreement, will prepare a report on the case which will be submitted to the HKIST Board for adjudication.
- 7.2.7 The Professional Council shall dissolve PIC after receiving the report from PIC.
- 7.2.8 In case the Professional Council failed to endorse the report submitted by PIC, the Professional Council shall dissolve PIC and set up another PIC for re-investigation.

8.0 Adjudication by the HKIST Professional Council

- 8.1 Upon receipt of the report on the complaint from the PIC Chairman, the HKIST Professional Council will review the outcome of the investigation and recommended disciplinary actions. All members present at the Professional Council meeting forms the Inquiry Panel. Upon ratification and endorsement, the registrant being complained against will be informed of the outcome and disciplinary actions would be taken accordingly.
- 8.2 Where relevant to the overriding concern of protecting the public, reporting bona fide concerns on practitioners to the appropriate authorities

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- 8.3 A Record of Complaint Outcome includes, but not limited to, review/audit of administration procedures, disciplinary actions, reporting to appropriate enforcement agencies will be signed by Chairperson of Professional Council at **Appendix 3**.

9.0 Disciplinary actions

- 9.1 A checklist at **Appendix 4** prescribes the policies and procedures for decision-making with regard to disciplinary proceeding against individual or group of registrants. Such policy and procedures should be based on a two-tier decision-making system. After the preliminary checking of completeness of documents, the Preliminary Investigation Committee (PIC) reviews the subject on hand (First tier) and makes recommendations to the Council and final decision or approval (Second tier).
- 9.2 For complaints against individual or group of registrants, the complaints will be categorized as minor breach, disciplinary matters or criminal offence. While timely referral to the appropriate authority would be carried out in case of criminal offense, penalties and/or required undertakings will be imposed on the registrant being complained against depending on the nature and severity of the breach of ethical framework. Decisions on disciplinary actions should be publicised and should be proportionate to the level of severity of breach of conduct such as written warning, temporary de-registration, and permanent de-registration. Examples of penalties and required undertakings, may include but not limited to the following:

Penalties	Required undertakings
- Written warning	- completion of training related to clinical practice or management practices, etc.
- Temporary de-registration	- changes to clinical or reporting practices
- Permanent de-registration	- rectification of the concerned matter

10.0 Notification of the results

It will generally take at least six months before a case can be concluded, depending on the complexity of each case. The complainants will be informed about the progress of the

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disciplinary proceedings as far as possible and they will be notified of the decision of the complaint within six months from the launch of investigation.

11.0 Appeal

If either the complainant or the individual being complained against disagree with the outcome of the investigation of the complaint, he or she may request Board of Directors for appeal for re-investigation of the complaint within one month after the notification of results. The re-investigation of the complaint will be conducted by an Appeal panel. The Appeal Panel is appointed by Board of Directors consists of a team of three members different from the original investigating team. A Record of Appeal Outcome includes, but not limited to, review/audit of administration procedures, disciplinary actions, reporting to appropriate enforcement agencies will be signed by Board of Directors at **Appendix 5**.

12.0 Publication of HKIST's decision on Disciplinary Inquiries

In order to improve the transparency of the disciplinary proceedings and to educate the public and members of the profession on what contributes a breach of ethical framework in relation to speech therapy, the HKIST's decision on disciplinary inquiries will be published onto the HKIST website. If the registrant is found guilty of any professional misconduct, the full judgment will be published onto the HKIST's website for a fixed period of three years after the expiry of the one-month appeal period or after the final decision of the appeal is made. While the full identity of the guilty speech therapist will be shown, the identity of the complainant and other related parties will be edited out.

13.0 Complaint Register

The secretariat shall maintain and update a register of complaints received under section 6.1. The register shall document the information of all the complaints handled, in a form and format prescribed by the Professional Council at **Appendix 6**.

14.0 Conflict of Interest

- 14.1 All members of PIC, the Inquiry Panel, the Appeal Panel, the secretariat and the Council as well as the Secretariat shall observe the relevant rules and procedure stipulated in the Policy on Declaration and Handling of Conflict of Interest of HKIST (HKIST-A-COC-v2). Any conflict of interest arisen during the handling procedures shall be reported immediately and documented.
- 14.2 All personal information of the complainant shall be handled with care throughout the complaint handling procedure.

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15.0 Liability

All members of the Committee, includes PIC and CHG, Inquiry panel, Appeal panel and the Council shall be indemnified out of the assets of HKIST against any liability and expenses incurred by them, including without limitation the costs of legal representation in defending any court proceeding which may be commenced by any person in regard to matters arising out of or in connection with these Procedures.

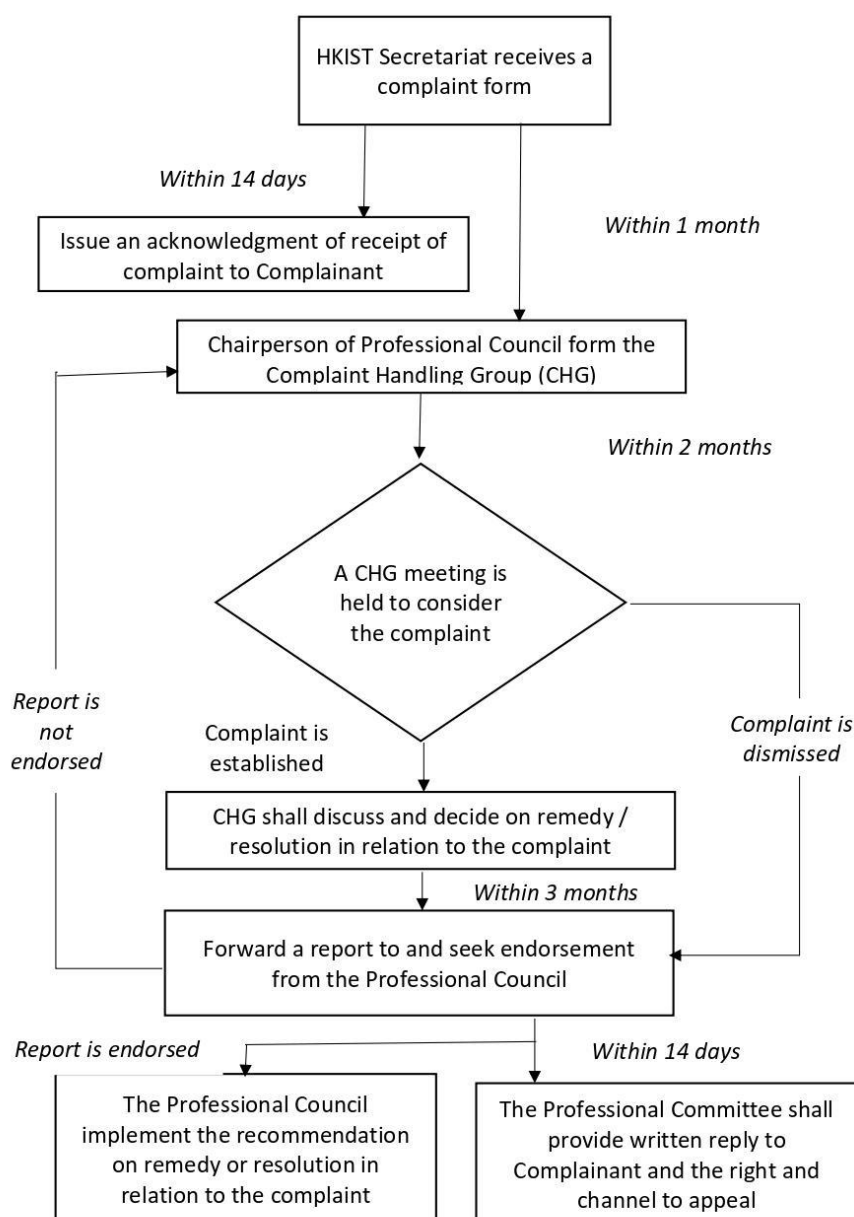
16.0 Reference

- 16.1 Policy on Handling of Complaints (n.d.). Retrieved June 20, 2022, from Hong Kong Institute of Clinical Psychologists Limited website, https://www.icphk.org.hk/images/conduct_and_discipline/D13_Policy%20on%20Handling%20of%20Complaints_EN%2020211020.pdf
- 16.2 Procedures for Handling of Complaints against Hong Kong Institute of Clinical Psychologists Limited(n.d.). Retrieved June 20, 2022, from Hong Kong Institute of Clinical Psychologists Limited website, https://www.icphk.org.hk/images/conduct_and_discipline/D12_Procedures%20for%20handling%20of%20Complaints%20against%20HKICP_EN%2020211020.pdf
- 16.3 Procedures for Handling of Complaints against Registrants of Hong Kong Institute of Clinical Psychologists Limited(n.d.). Retrieved June 20, 2022, from Hong Kong Institute of Clinical Psychologists Limited website, https://www.icphk.org.hk/images/conduct_and_discipline/D14_Procedures%20for%20Handling%20of%20Complaints%20against%20Registrants%20of%20HKICP_EN%2020211020.pdf

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Appendix 1

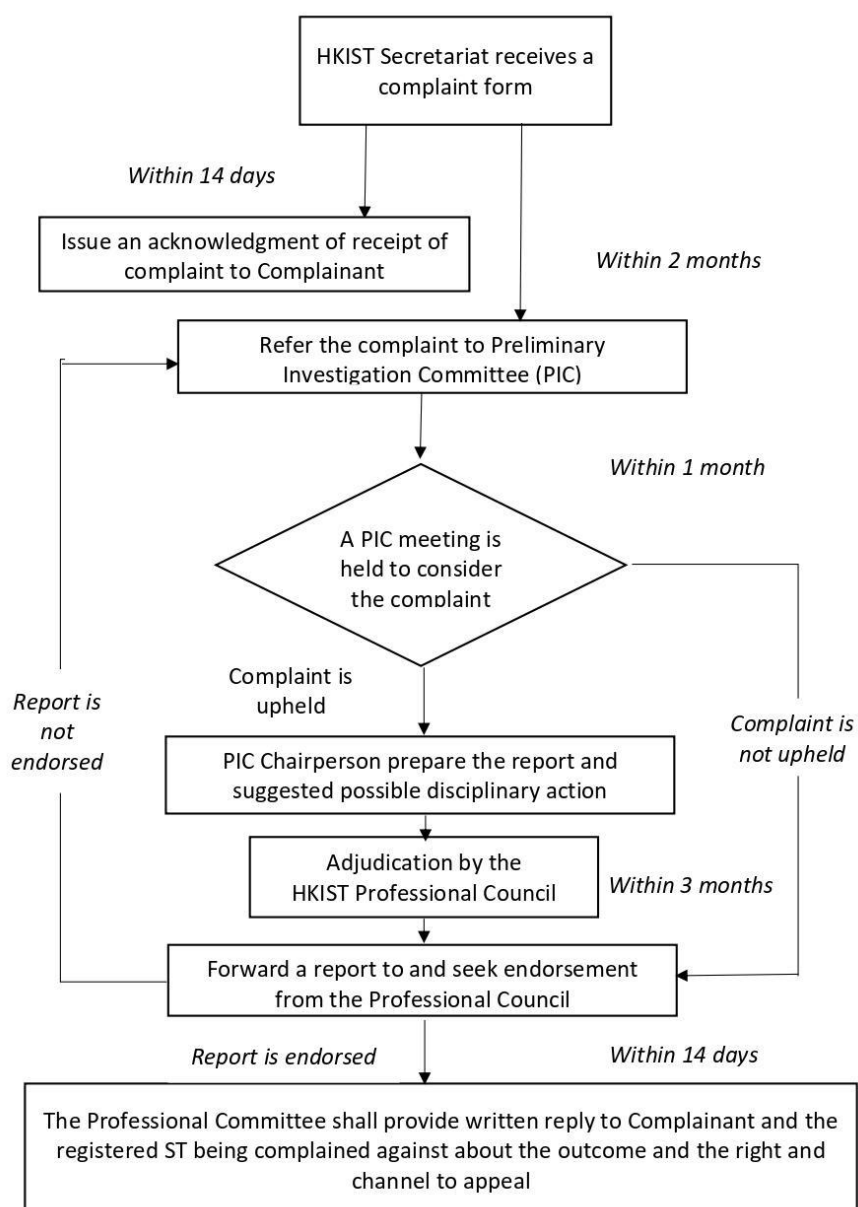
Flowchart A: Workflow of Complaint Handling against HKIST



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Appendix 1

Flowchart B: Workflow of Complaint Handling against individual or group of Registrants



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Hong Kong Institute of Speech Therapists
香港言語治療師公會



投訴表格 A (有關香港言語治療師公會) Complaint Form A (About HKIST)

注意事項 Notes

- A. 此投訴表格乃根據《香港言語治療師公會處理對本會的投訴之程序》(文件編號: HKIST-B-CHP-v2) 第6條規定的指明表格。所有投訴須以此指定表格提出。
This specified Complaint Form is prescribed under section 6 of the Procedures for Handling of Complaints against Hong Kong Institute of Speech Therapists (document code: HKIST-B-CHP-v2). All complaints must be lodged in this specified form.
- B. 閣下須以正楷清晰地填妥投訴表格內各欄目，並提供正確無訛的資料。如此表格不敷應用，請將有關資料詳列於補充紙張，並隨投訴表格一併提交或透過電郵info@hkist.org.hk提交電子文書檔案。
You are required to fill in the various fields of the Complaint Form in a clear and legible manner and provide accurate and true information. You may add sheet(s) and attach it to this Form or submit an electronic word file via email info@hkist.org.hk if the space of this form is insufficient.
- C. 請於投訴表格提供閣下的個人資料。凡匿名、或投訴人的身份不能識別、或投訴人的下落不能追查、或投訴表格尚未填妥的投訴，香港言語治療師公會概不受理。
Please provide your personal particulars in the Complaint Form. Hong Kong Institute of Speech Therapists shall not deal with any complaint that is made anonymously, or when the complainant cannot be identified or traced, or if the form is not duly completed.
- D. 閣下所提供的資料，將只用於處理投訴程序上。所有資料絕對保密。
The information provided will only be used in the processing of the complaint. The information will be kept in strict confidence.
- E. 如閣下對填寫此表格有任何問題或需要協助，請電郵至 info@hkist.org.hk 聯絡香港言語治療師公會秘書處。
If you have any questions or need assistance in filling out this Form, please contact the Secretariat, Hong Kong Institute of Speech Therapists via info@hkist.org.hk.

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Appendix 2

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<p>甲部：投訴人資料： Part I: Particulars of Complainant</p> <p>姓名 (先生／女士) Name (Mr./ Ms.) : _____</p> <p>聯絡電話號碼 Contact Phone No. : _____</p> <p>電郵地址 (如有) Email Address (if any) : _____</p> <p>聯絡地址: Correspondence Address:</p>
<p>乙部：投訴內容 Part II: The Complaint</p> <ul style="list-style-type: none"> ● 若閣下擬投訴香港言語治療師公會的職員或委員，請提供該職員或委員名字，以便跟進。 If you complain about the conduct of a staff or a member of a committee / the Professional committee of HKIST, please provide the name of the staff or the member for our follow up. ● 閣下必須把投訴的內容分段填寫，並以數目字順序標示每一段落，每一段落應盡可能只包含一項投訴。若閣下 因將兩項或更多投訴事項放在同一段落之內，而引致香港言語治療師公會在處理該段投訴事項時有 任何遺漏，香港言語治療師公會概不負責。 ● You must put down the content of the complaint in separate paragraphs and number the paragraphs consecutively. Each paragraph must so far as convenient contain one complaint only. Where there are two or more complaints incorporated in one single paragraph, Hong Kong Institute of Speech Therapists shall not be held responsible for any omission of dealing with more than one complaint in one paragraph.

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丙部：聲明及同意 Part III : Declaration and Consent		
<input type="radio"/> 本人謹聲明上述資料正確無訛。 I declare that the information provided by me in this form is true and correct to the best of my knowledge.		
<input type="radio"/> 本人同意此投訴及所提供的資料，將交由香港言語治療師公會的專業委員會審閱，並在適當的情況下，將用於所有相關之投訴處理及 / 或紀律處分程序上。 I agree that this complaint and the supportive information provided would be examined by the Professional Committee of Hong Kong Institute of Speech Therapists and, where appropriate, would be used in all relevant complaint handling and/or disciplinary procedures		
日期	投訴人姓名	投訴人簽署
	Name of Complainant	Signature of Complainant
		Date

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香港言語治療師公會



個人資料收集聲明:

1. 你向香港言語治療師公會提供的個人資料是自願性質。
2. 你所提交的所有個人資料將僅用於與你的投訴直接相關的事宜,並可能披露給有權出於相同目的接收資訊的機構。
3. 你有權根據《個人資料(隱私)條例》要求和更正你在表格中提交的個人資料。如索取或更正個人資料,應以書面電郵至 info@hkist.org.hk 提出。

條款及細則:

1. 你向香港言語治療師公會提供的個人資料及其他資料屬自願性質。本會有權要求你提供遺漏的資料或其他本會認為需要的資料。如你未能提供所需資料,本會或未能進一步處理相關投訴。
2. 如投訴人並非相關投訴的服務使用者,本會有權要求投訴人提供書面解釋相關投訴的服務使用者未能親自提出投訴的原因、相關投訴的服務使用者授權投訴人代他/她提出相關投訴的書面授權及投訴人與相關投訴的服務使用者的關係證明等。
3. 如投訴人或相關投訴的服務使用者未滿 18 歲,投訴人或相關投訴的服務使用者的父母或法定監護人必須陪同投訴人或相關投訴的服務使用者協助投訴處理。
4. 如你有就相關投訴向其他機構提出投訴,本會有權向你索取向該機構提出相關投訴的資料、進度及結果。

PERSONAL INFORMATION COLLECTION STATEMENT:

1. The provision of your personal data to the Hong Institute of Speech Therapist (HKIST) is voluntary.
2. All personal data submitted will only be used for purposes which are directly related to your complaints, and may be disclosed to agencies who are authorised to receive information for the same purposes.
3. You have the right to request access to and correction of your personal data submitted in this complaint form in accordance with the Personal Data (Privacy) Ordinance. Request for access or correction of personal data should be made in writing to info@hkist.org.hk.

TERMS and CONDITIONS

1. The provision of your personal data and other information to the HKIST is voluntary. The HKIST reserves the right to request any incomplete information or any information the HKIST thinks fit. Should you fail to provide the requested information, the HKIST may not proceed with the complaint handling procedure.
2. Should the complainant be not the service user in the complaint, the HKIST reserves the right to request the complainant to submit a written explanation of the reasons the service user in the complaint not filing the complaint in person, the authorisation letter from the service user in the complaint authorising the complainant to file the complaint on his/her behalf and the evidence of the relationships between the complainant and the service user in the complaint.
3. Should the complainant or the service user in the complaint is under the age of 18 years old, the parent or the legal guardian of the complainant or the service user should accompany the complainant or the service user in the complaint during the complaint handling.
4. Should the complaint be filed to any other organizations, the HKIST reserves the right to request you to provide the information, progress and results of the complaint filed to those organizations.

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投訴表格 B (有關註冊言語治療師) Complaint Form B (About Registered Speech Therapist)

注意事項 Notes

- A. 此投訴表格乃根據《香港言語治療師公會處理對本會的投訴之程序》(文件編號: HKIST-B-CHP-v2) 第6條規定的指明表格。所有投訴須以此指定表格提出。
This specified Complaint Form is prescribed under section 6 of the Procedures for Handling of Complaints against Hong Kong Institute of Speech Therapists (document code: HKIST-B-CHP-v2). All complaints must be lodged in this specified form.
- B. 閣下須以正楷清晰地填妥投訴表格內各欄目，並提供正確無訛的資料。如此表格不敷應用，請將有關資料詳列於補充紙張，並隨投訴表格一併提交或透過電郵info@hkist.org.hk提交電子文書檔案。
You are required to fill in the various fields of the Complaint Form in a clear and legible manner and provide accurate and true information. You may add sheet(s) and attach it to this Form or submit an electronic word file via email info@hkist.org.hk if the space of this form is insufficient.
- C. 請於投訴表格提供閣下的個人資料。凡匿名、或投訴人的身份不能識別、或投訴人的下落不能追查、或投訴表格尚未填妥的投訴，香港言語治療師公會概不受理。
Please provide your personal particulars in the Complaint Form. Hong Kong Institute of Speech Therapists shall not deal with any complaint that is made anonymously, or when the complainant cannot be identified or traced, or if the form is not duly completed.
- D. 閣下所提供的資料，將只用於處理投訴程序上。所有資料絕對保密。
The information provided will only be used in the processing of the complaint. The information will be kept in strict confidence.
- E. 如閣下對填寫此表格有任何問題或需要協助，請電郵至 info@hkist.org.hk 聯絡香港言語治療師公會秘書處。
If you have any questions or need assistance in filling out this Form, please contact the Secretariat, Hong Kong Institute of Speech Therapists via info@hkist.org.hk.

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甲部: 投訴人資料 Part I: Particulars of Complainant	
姓名 (先生／女士) Name (Mr./ Ms.) : _____	
聯絡電話號碼 Contact Phone No. : _____	
電郵地址 (如有) Email Address (if any) : _____	
聯絡地址 Correspondence Address: _____	
你是不是代表別人投訴?* 是 Yes / 不是 No Are you complaining on someone else's behalf? * *請刪去不適用者 please delete the inappropriate	
乙部: 被投訴註冊言語治療師的資料 Part II: Particulars of Registered Speech Therapist being complained	
被投訴註冊言語治療師姓名 Name of Registered Speech Therapist Being Complained: _____	
受僱機構 Employing Agency : _____	
如閣下知悉被投訴註冊言語治療師的聯絡方法，請於以下空位填寫： If you have the contact information of the Registered Speech Therapist being complained, please provide it in the following blanks:	
聯絡電話號碼 Contact Tel. No: _____	
聯絡地址 Correspondence Address: _____	

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丙部：投訴內容 Part III : The Complaint
<ul style="list-style-type: none"> 閣下必須確切知悉欲投訴事項的詳情，並提供該等事件發生的日期。 You must have actual knowledge of the alleged offence being complained of and give the date(s) when the complained event(s) occurred. 閣下必須把投訴的內容分段填寫，並以數目字順序標示每一段落，每一段落應盡可能只包含一項投訴。若閣下因將兩項或更多投訴事項放在同一段落之內，而引致香港言語治療師公會在處理該段投訴事項時有任何遺漏，香港言語治療師公會概不負責。 You must put down the content of the complaint in separate paragraphs and number the paragraphs consecutively. Each paragraph must so far as convenient contain one complaint only. Where there are two or more complaints incorporated in one single paragraph, Hong Kong Institute of Speech Therapists shall not be held responsible for any omission of dealing with more than one complaint in one paragraph.
本人 現向香港言語治療師公會作出投訴，詳情如下： I hereby lodge a complaint to Hong Kong Institute of Speech Therapists. Details of the complaint are as follows:
投訴事件發生的日期 Date when the alleged incident being complained occurred <hr/> 投訴事件發生的地點 Place where the alleged incident being complained occurred <hr/> 主要投訴事項 Major issue(s) to complain

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<p>投訴事件的詳細始末 Details of the alleged incident being complained</p>
<p>支持有關投訴的證明文件（請在適當方格畫上 ✓ 號）： Supporting document(s) of the complaint (Please ✓ as appropriate):</p> <div style="display: flex; justify-content: space-around; align-items: flex-start;"> <div style="text-align: center;"> <input type="checkbox"/> 有，請參考附件 Yes, please refer to the attachment(s) </div> <div style="text-align: center;"> <input type="checkbox"/> 沒有 No </div> </div>

<p>丙部：聲明及同意 Part III : Declaration and Consent</p>		
<p>○ 本人謹聲明上述資料正確無訛。 I declare that the information provided by me in this form is true and correct to the best of my knowledge.</p> <p>○ 本人同意此投訴及所提供的資料，將交由香港言語治療師公會的专业委員會審閱，並在適當的情況下，將用於所有相關之投訴處理及 / 或紀律處分程序上。 I agree that this complaint and the supportive information provided would be examined by the Professional Committee of Hong Kong Institute of Speech Therapists and, where appropriate, would be used in all relevant complaint handling and/or disciplinary procedures</p>		
<p>_____ 投訴人姓名 Name of Complainant</p>	<p>_____ 投訴人簽署 Signature of Complainant</p>	<p>_____ 日期 Date</p>

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個人資料收集聲明:

1. 你向香港言語治療師公會提供的個人資料是自願性質。
2. 你所提交的所有個人資料將僅用於與你的投訴直接相關的事宜,並可能披露給有權出於相同目的接收資訊的機構。
3. 你有權根據《個人資料(隱私)條例》要求和更正你在表格中提交的個人資料。如索取或更正個人資料,應以書面電郵至 info@hkist.org.hk 提出。

條款及細則:

1. 你向香港言語治療師公會提供的個人資料及其他資料屬自願性質。本會有權要求你提供遺漏的資料或其他本會認為需要的資料。如你未能提供所需資料,本會或未能進一步處理相關投訴。
2. 如投訴人並非相關投訴的服務使用者,本會有權要求投訴人提供書面解釋相關投訴的服務使用者未能親自提出投訴的原因、相關投訴的服務使用者授權投訴人代他/她提出相關投訴的書面授權及投訴人與相關投訴的服務使用者的關係證明等。
3. 如投訴人或相關投訴的服務使用者未滿 18 歲,投訴人或相關投訴的服務使用者的父母或法定監護人必須陪同投訴人或相關投訴的服務使用者協助投訴處理。
4. 如你有就相關投訴向其他機構提出投訴,本會有權向你索取向該機構提出相關投訴的資料、進度及結果。

PERSONAL INFORMATION COLLECTION STATEMENT:

1. The provision of your personal data to the Hong Institute of Speech Therapist (HKIST) is voluntary.
2. All personal data submitted will only be used for purposes which are directly related to your complaints, and may be disclosed to agencies who are authorised to receive information for the same purposes.
3. You have the right to request access to and correction of your personal data submitted in this complaint form in accordance with the Personal Data (Privacy) Ordinance. Request for access or correction of personal data should be made in writing to info@hkist.org.hk.

TERMS and CONDITIONS

1. The provision of your personal data and other information to the HKIST is voluntary. The HKIST reserves the right to request any incomplete information or any information the HKIST thinks fit. Should you fail to provide the requested information, the HKIST may not proceed with the complaint handling procedure.
2. Should the complainant be not the service user in the complaint, the HKIST reserves the right to request the complainant to submit a written explanation of the reasons the service user in the complaint not filing the complaint in person, the authorisation letter from the service user in the complaint authorising the complainant to file the complaint on his/her behalf and the evidence of the relationships between the complainant and the service user in the complaint.
3. Should the complainant or the service user in the complaint is under the age of 18 years old, the parent or the legal guardian of the complainant or the service user should accompany the complainant or the service user in the complaint during the complaint handling.
4. Should the complaint be filed to any other organizations, the HKIST reserves the right to request you to provide the information, progress and results of the complaint filed to those organizations.

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Appendix 3

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Record of Complaint Outcome

Complaint Ref. No. _____

Receive Date:		
Complainant:		
Complaint Details:	<input type="checkbox"/> Against HKIST <input type="checkbox"/> Against Individual or Group of Registrants Name of Registrant: _____	
Personnel handling the Complaint:	Preliminary Investigation Committee: Inquiry Panel:	
Findings:	<input type="checkbox"/> Complaint upheld <input type="checkbox"/> Dismissal	
Disciplinary Action: (if any)		
Reporting to appropriate enforcement agencies		<input type="checkbox"/> YES <input type="checkbox"/> NO Remarks (if yes):

I have reviewed and audited the administration procedures that adhere to the HKIST Complaint Handling Procedures.

 (Name)
 Chairperson,
 Professional Council, HKIST
 Date:

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Appendix 4

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Checklist for disciplinary proceedings

This checklist provides a guide about the policies and procedures for decision-making with regard to disciplinary proceeding against the registrant. Such policy and procedures should be based on a two-tier decision-making system. After the preliminary checking of completeness of documents, the Preliminary Investigation Committee (PIC) reviews the subject on hand (First tier) and makes recommendations to the Council and final decision or approval (Second tier).

Name of the Registrant under disciplinary proceedings: _____

Task	Responsible personnel	YES	NO	N/A	Date	Initial
1. Receive the report from PIC.	Secretariat					
2. Being endorsed at Council.	Secretariat					
3. Inform both parties, complainant and respondent.	Secretariat					
4. Receive any appeal. *	Secretariat					
5. The decision becomes final. *	Secretariat					
6. Receive the final decision from Appeal Panel. *	Secretariat					
7. Inform the Reg-com (Registration subcommittee).	Secretariat					
8. Acknowledgment form Reg-com.						
9. Publish the Disciplinary Inquiry on HKIST website.	Secretariat					
10. Update the Complaint Register.	Secretariat					

* An Appeal Panel will be formed if either complainant or respondent requests within one month after the notification. Otherwise, the decision becomes final.

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Appendix 5

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Record of Appeal Outcome

Appeal Ref. No. _____

Receive Date:		
Complainant:		
Complaint Details:	<input type="checkbox"/> Against HKIST <input type="checkbox"/> Against Individual or Group of Registrants Name of Registrant: _____	
Personnel handling the Appeal:	Appeal Panel:	
Findings:	<input type="checkbox"/> Allow the appeal <input type="checkbox"/> Sustain the original judgment Rectification (if allow the appeal):	
Disciplinary Action: (if any)		
Reporting to appropriate enforcement agencies		<input type="checkbox"/> YES <input type="checkbox"/> NO Remarks (if yes):

I have reviewed and audited the administration procedures that adhere to the HKIST Complaint Handling Procedures.

(Names)

Boards of Directors, HKIST
Date:

Appendix 6

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01/09/2019

Complaint Register

No.	Received Date	Date of Acknowledgement	Complainant	Complaint Details	Findings	Disciplinary Actions	Result Notification Date	Appeal? (Y/N)	Posted Online? (Y/N)
1									
2									
3									

Secretariat, HKIST, Unit 2101, 21/F, Gala Place, 56 Dundas Street, Kowloon
Email: info@hkist.org.hk

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