Flow Chart A

The workflow of complaint handling against HKIST

The secretariat receives the Complaint form A

14 days

To issue an acknowledgment of receipt of complaint to Complainant

The PIC considers the complaint

The complaint involves any violation of criminal law

Investigation is needed

Investigation is not needed based on Clause 6.7

30 days

To refer the complainant to the appropriate authorities

30 days

30 days

To advise the complainant its decision and the reasons

The Professional Council considers the complaint

Minor complaint about administration

Other complaint

30 days

To be resolved by a member appointed by the Professional Council

30 days

To set up the Complaint Handling Group (CHG)

3 months

The CHG conducts the meeting

3 months

To require further information and additional advice or assistance

To send a report to the Professional Council

1 month

1 month

To seek further information and additional advice or assistance and circulate among CHG members

The Professional Council fails to endorse the report

The Professional Council endorses the report

1 month

The Professional Council dissolves the CHG

Complaint dismissed

Complaint established

30 days

To inform the complainant

one-month

The Complainant appeals

The Professional Council dissolves the CHG

6 months

To set up the Appeal Panel and inform the appellant fhe final outcome