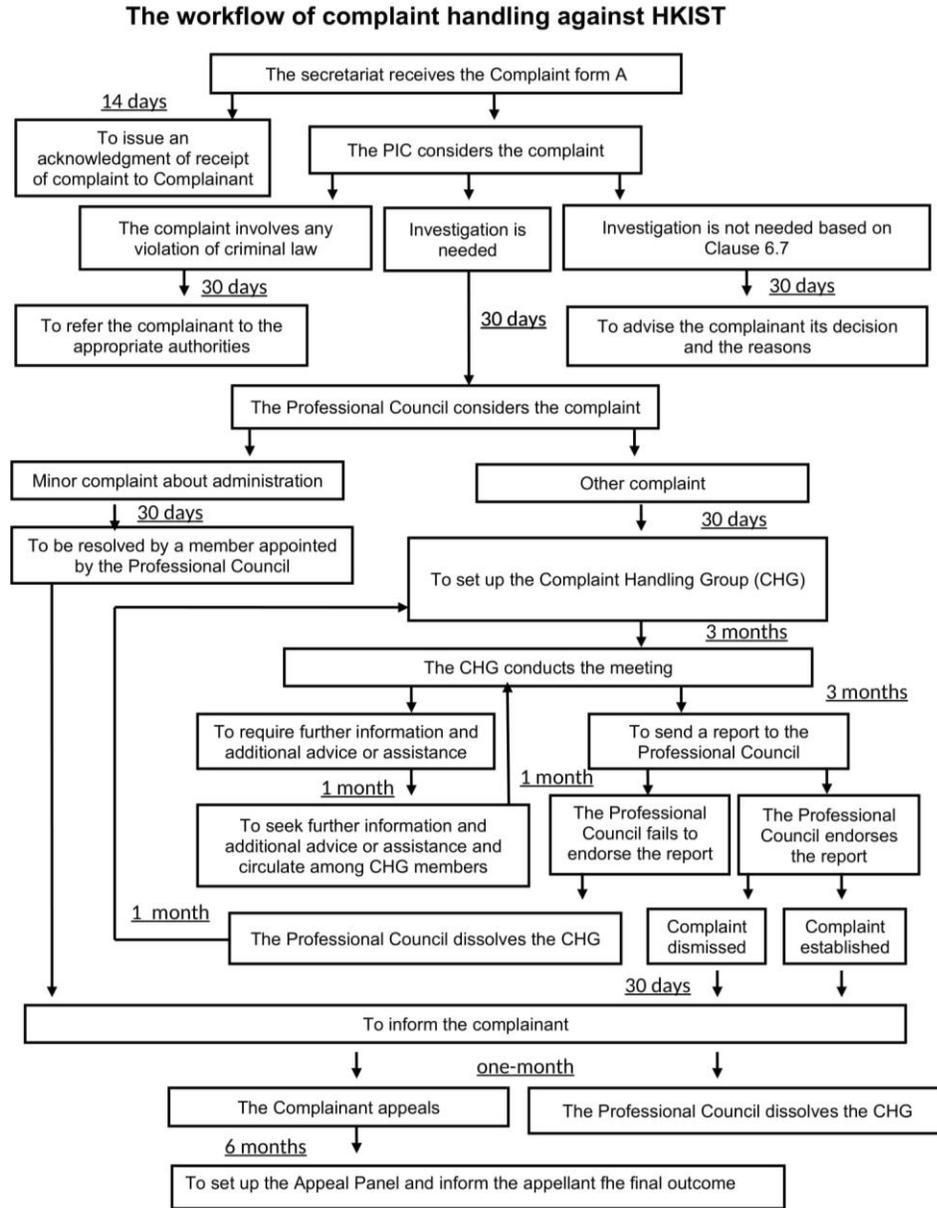


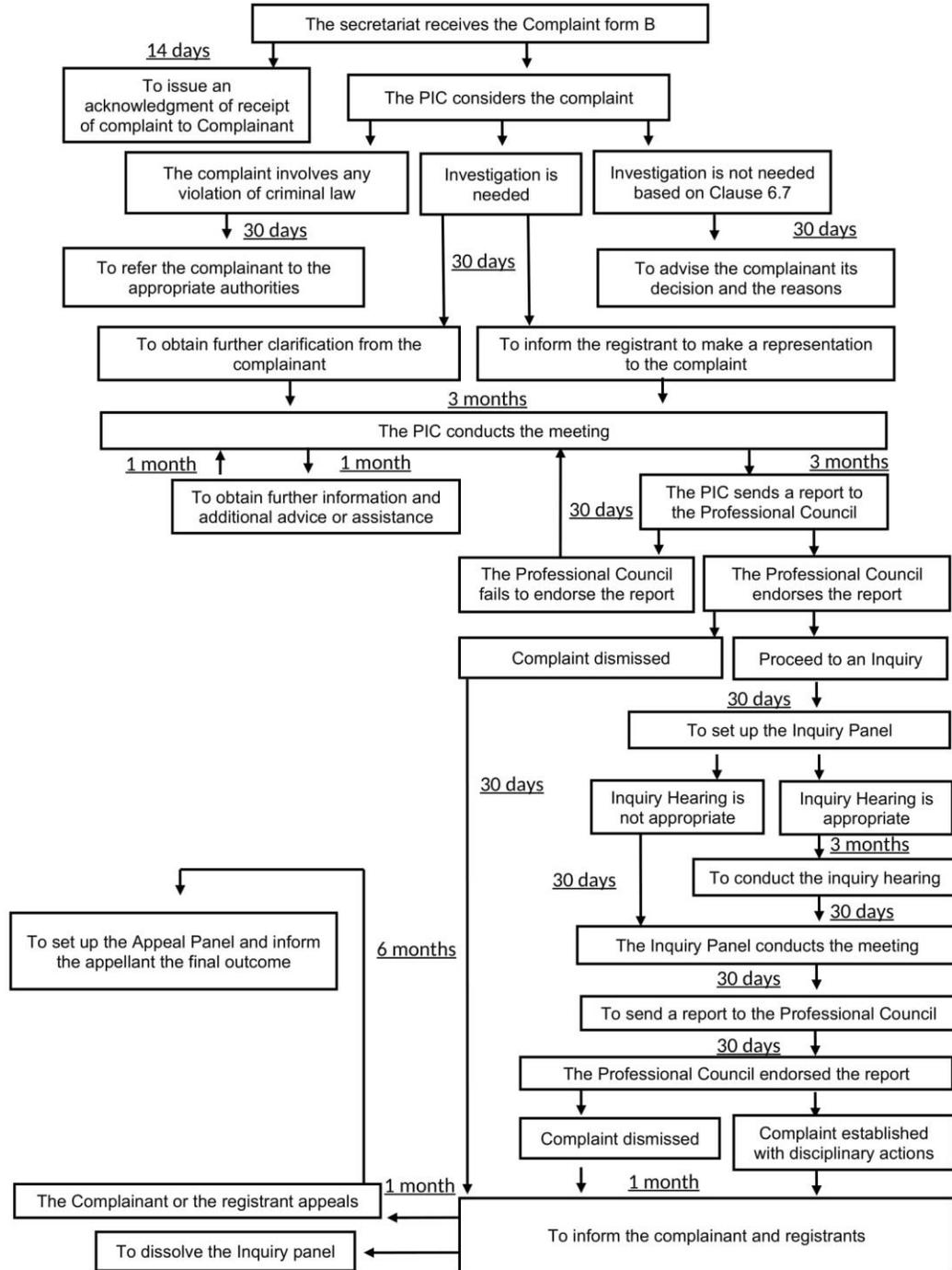
The workflow of complaint handling (Flow Chart A)



The workflow of complaint handling (Flow Chart B)

Flow Chart B

The workflow of complaint handling against Registrant(s)



Complaint Form A

22/5/2025

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



投訴表格 A (涉及香港言語治療師公會) Complaint Form A (Against 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-v3) 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-v3). 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. 如屬下列情況，香港言語治療師公會將不會啟動調查程序：
Investigation may not be conducted or continued under the following circumstances,
- 投訴屬於瑣屑無聊、無理取鬧、基於錯誤理解或缺乏實質內容。
The complaint is frivolous, vexatious, misconceived or lacking in substance.
 - 自被投訴行為發生之日起，或自投訴人得知被投訴行為之日起，已超過 12 個月。
A period of more than 12 months has elapsed beginning when the complained act was done or from the date the Complainant acquires knowledge of the complained act.
 - 受被投訴行為侵害的人不希望（如屬代表投訴個案，則指因該作為而感侵害的所有人均不願）進行或繼續調查。
The person aggrieved by the act does not desire (or in the case of a representative complaint, none of the persons aggrieved by the act desires) that the investigation be conducted or continued.
 - 投訴人未能在合理時間內就香港言語治療師公會要求的進一步信息或澄清。
The complainant fails to provide further information or clarification requested by the HKIST within a reasonable timeframe.

22/5/2025

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



- E. 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。在個別情況，投訴人或可能需要同意向被指控的人披露其身份信息，以便進行調查和裁決。
The information provided will only be used in the processing of the complaint. The information will be kept in strict confidence. The Complainant may be required to consent to releasing information on his/her identity to those against whom allegations have been made for the purpose of conduct of the investigation and adjudication.
- F. 如果投訴涉及任何違反刑事法律的行為，香港言語治療師公會將把投訴人轉介給相關當局。
If a complaint involves any violation of the criminal law, the HKIST will refer the Complainant to the appropriate authorities.
- G. 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.

<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.

丙部：聲明及同意

Part III : Declaration and Consent

- 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.
- 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

投訴人姓名

Name of Complainant

投訴人簽署

Signature of Complainant

日期

Date

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.

Complaint Form B

22/5/2025

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



投訴表格 B (涉及認可名冊言語治療師) Complaint Form B (Against Accredited 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-v3) 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-v3). 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. 如屬下列情況，香港言語治療師公會將不會啟動調查程序：
Investigation may not be conducted or continued under the following circumstances,
- 投訴屬於瑣屑無聊、無理取鬧、基於錯誤理解或缺乏實質內容。
The complaint is frivolous, vexatious, misconceived or lacking in substance.
 - 自被投訴行為發生之日起，或自投訴人得知相關行為之日起，已超過 12 個月。
A period of more than 12 months has elapsed beginning when the complained act was done or from the date the Complainant acquires knowledge of the complained act.
 - 受被投訴行為侵害的人不希望（如屬代表投訴個案，則指因該作為而感侵害的所有人均不願）進行或繼續調查。
The person aggrieved by the act does not desire (or in the case of a representative complaint, none of the persons aggrieved by the act desires) that the investigation be conducted or continued.
 - 投訴人未能在合理時間內就香港言語治療師公會要求的進一步信息或澄清。
The complainant fails to provide further information or clarification requested by the HKIST within a reasonable timeframe.

22/5/2025

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



- E. 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。在個別情況，投訴人或可能需要同意向被指控的人披露其身份信息，以便進行調查和裁決。
The information provided will only be used in the processing of the complaint. The information will be kept in strict confidence. The Complainant may be required to consent to releasing information on his/her identity to those against whom allegations have been made for the purpose of conduct of the investigation and adjudication.
- F. 如果投訴涉及任何違反刑事法律的行為，香港言語治療師公會將把投訴人轉介給相關當局。如果被投訴的認可名冊言語治療師正在接受相關的刑事調查，香港言語治療師公會將會暫停調查直至刑事調查或訴訟結束。
If a complaint involves any violation of the criminal law, the HKIST will refer the Complainant to the appropriate authorities. If there is an ongoing relevant criminal investigation against the registrant being complained against, the HKIST would adjourn any investigation after the conclusion of the criminal investigation or proceedings.
- G. 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.

<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>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</p>
<p>乙部 : 被投訴註冊言語治療師的資料 Part II : Particulars of Registered Speech Therapist being complained</p>
<p>被投訴註冊言語治療師姓名 Name of Registered Speech Therapist Being Complained:</p> <p>受僱機構 Employing Agency :</p> <p>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:</p> <p>聯絡電話號碼 Contact Tel. No:</p> <p>聯絡地址 Correspondence Address:</p>

丙部：投訴內容

Part III : The Complaint

- 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

投訴事件發生的地點 Place where the alleged incident being complained occurred

主要投訴事項 Major issue(s) to complain

投訴事件的詳細始末 Details of the alleged incident being complained

支持有關投訴的證明文件（請在適當方格畫上 ü 號）：
 Supporting document(s) of the complaint (Please ü as appropriate):

- 有，請參考附件 沒有
 Yes, please refer to the attachment(s) No

丙部：聲明及同意

Part III : Declaration and Consent

- 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.
- 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

投訴人姓名

Name of Complainant

投訴人簽署

Signature of Complainant

日期 Date

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.

Record of Complaint Outcome

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



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:

Checklist for disciplinary proceedings

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



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 from Reg-com.	Reg-com Chairperson					
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.

Record of Appeal Outcome

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



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:

Complaints Register

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



Complaints 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									

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