



# 中國香港小型賽車總會

## KARTING ASSOCIATION OF HONG KONG, CHINA

Room 1030, Olympic House,  
1 Stadium Path, So Kon Po,  
Causeway Bay, Hong Kong.  
Tel: (852) 2504-8293  
Fax: (852) 2577-8885  
Email: karting@hkolympic.org  
Website: www.karting.org.hk

- Member of the Sports Federation and Olympic Committee of Hong Kong, China (SF&OC)
- Listed as Tier B Sport by Hong Kong Sports Institute (HKSI) under Elite Vote Support Scheme
- Nation Sport Association with Sporting Power of Karting delegated with authority to govern and administer kart competitions in Hong Kong in accordance with the International Sporting Code of the Federation Internationale de l'Automobile

### Karting Association of Hong Kong, China Basic Procedures for Handling Complaints

*(update at 10 May 2023)*

#### **Purpose**

In order to handle the complaints received from the general public in a more professional and efficient manner, the Association has set out the mechanism and procedures for handling complaints.

#### **Principles for handling complaints**

The complainant must be identifiable and complaints may be filed by post, by fax or by email. If the complaint may amount to violation of any Hong Kong law, it is recommended that the complainant should report it to the relevant law enforcement department/organization for investigation.

The Association may receive complaints in the following scenarios:

- ◆ Written complaint sent to the Association directly;
- ◆ Written complaint issued to various department(s) including the Association and other Government department(s) at the same time; or
- ◆ Written complaint copied to the Association<sup>1</sup>.

The Association will not process the following complaints:

- ◆ Anonymous complaints<sup>2</sup>;
- ◆ Oral complaints;
- ◆ Complaints not filed by the persons involved in the incidents or their guardians;
- ◆ Complaints that are under legal proceedings;
- ◆ Complaints that may amount to violation of Hong Kong laws;
- ◆ Complaints relating to incidents that occurred a considerable period ago (e.g. more than two years);
- ◆ Complaints where no contact information is given;
- ◆ Complaints with incomplete information; or
- ◆ Repeated re-complaint but failed to provide any new justification.

---

<sup>1</sup> The Association will only note the related complaint and request the related person to submit the report in a timely manner.

<sup>2</sup> If the complaint is particularly serious, the Association may consider requiring the related person to conduct the investigation.



# 中國香港小型賽車總會

## KARTING ASSOCIATION OF HONG KONG, CHINA

Room 1030, Olympic House,  
1 Stadium Path, So Kon Po,  
Causeway Bay, Hong Kong.  
Tel: (852) 2504-8293  
Fax: (852) 2577-8885  
Email: karting@hkolympic.org  
Website: www.karting.org.hk

- Member of the Sports Federation and Olympic Committee of Hong Kong, China (SF&OC)
- Listed as Tier B Sport by Hong Kong Sports Institute (HKSI) under Elite Vote Support Scheme
- Nation Sport Association with Sporting Power of Karting delegated with authority to govern and administer kart competitions in Hong Kong in accordance with the International Sporting Code of the Federation Internationale de l'Automobile

### **Mechanism for handling complaints**

In general, the Association will decide whether to open a case file after receiving a complaint and give an acknowledgment to the complainant within 10 days. In addition, in consideration of the privacy of the complainant's personal data, the Association will obtain the complainant's consent before forwarding the complainant's personal data (e.g. Name of the complainant) to the related person for understanding and follow-up<sup>3</sup>.

After judging to open a case file, the Association will request the complainees to submit a report or attend a meeting for investigation. The Association will integrate the relevant information and reply to the complainant. (In general, the investigation will be completed within two months. If more time is required, the Association will notify the complainant.)

If the complainant is dissatisfied with the result of the investigation, the complainant may continue to write to the Association, and the Association will decide whether further investigation is required.

In general, if the complainant does not write to the Association again within a period (around 2 months), the Association will terminate the follow-up of the complaint (to be reviewed every six months). Please refer to the Appendix for the workflow for handling complaints.

### **Precautions**

- ◆ All contents and information of complaints should be kept strictly confidential and restricted to relevant staff and committees only.
- ◆ The responsible staff should not disclose or discuss in public any contents or information relating to the case without authorization.
- ◆ When it is necessary for the Association to collect personal data during the process, the relevant staff should observe the regulations and recommendations laid down in the Personal Data (Privacy) Ordinance. These include clearly stating the purpose and method of collection of personal data, and that the data will only be used for handling the complaint. The responsible

---

<sup>3</sup> Only applicable for the complainees who are not staff or committee members of the Association.



# 中國香港小型賽車總會

## KARTING ASSOCIATION OF HONG KONG, CHINA

Room 1030, Olympic House,  
1 Stadium Path, So Kon Po,  
Causeway Bay, Hong Kong.  
Tel: (852) 2504-8293  
Fax: (852) 2577-8885  
Email: [karting@hkolympic.org](mailto:karting@hkolympic.org)  
Website: [www.karting.org.hk](http://www.karting.org.hk)

- Member of the Sports Federation and Olympic Committee of Hong Kong, China (SF&OC)
- Listed as Tier B Sport by Hong Kong Sports Institute (HKSI) under Elite Vote Support Scheme
- Nation Sport Association with Sporting Power of Karting delegated with authority to govern and administer kart competitions in Hong Kong in accordance with the International Sporting Code of the Federation Internationale de l'Automobile

staff may refer to the relevant provisions in the Personal Data (Privacy) Ordinance (Cap.486) and on the website of the Office of the Privacy Commissioner for Personal Data at <http://www.pcpd.org.hk/>.

\*This document will be reviewed every two years.



# 中國香港小型賽車總會

## KARTING ASSOCIATION OF HONG KONG, CHINA

Room 1030, Olympic House,  
1 Stadium Path, So Kon Po,  
Causeway Bay, Hong Kong.  
Tel: (852) 2504-8293  
Fax: (852) 2577-8885  
Email: karting@hkolympic.org  
Website: www.karting.org.hk

- Member of the Sports Federation and Olympic Committee of Hong Kong, China (SF&OC)
- Listed as Tier B Sport by Hong Kong Sports Institute (HKSI) under Elite Vote Support Scheme
- Nation Sport Association with Sporting Power of Karting delegated with authority to govern and administer kart competitions in Hong Kong in accordance with the International Sporting Code of the Federation Internationale de l'Automobile

### Workflow for Handling Complaints

