



社會工作者註冊局

SOCIAL WORKERS REGISTRATION BOARD

香港筲箕灣南安街 83 號海安商業中心 27 樓 | 27/F Eastern Commercial Centre, 83 Nam On Street, Shau Kei Wan, Hong Kong.

電話 Tel: 25911955 | 電郵 Email: Info@swrb.org.hk | 傳真 Fax: 25911411

處理投訴或意見的政策及程序

Policy and Procedures for Handling Complaints or Opinions

	適用範圍	Applicability
1.	社會工作者註冊局(下稱「註冊局」)按照《社會工作者註冊條例》設置了處理投訴註冊社會工作者的程序及規則;此文件用於處理以下事宜: (1) 公眾人士向註冊局就其各項措施及處事程序表達意見和建議; (2) 受影響的當事人就特定事宜對下列作出投訴: <ul style="list-style-type: none">- 註冊局的措施及處事程序;- 註冊局職員;- 註冊局委任的人員。	The Social Workers Registration Board (“the Board”) has set up procedures and rules for dealing with complaints against Registered Social Workers; this document is used for the following matters: (1) Members of the public to provide views and suggestions to the Board on its measures and work procedures; (2) Aggrieved party in a particular incident to lodge complaint against: <ul style="list-style-type: none">- the Board on its measures and work procedures;- staff members of the Board;- persons appointed by the Board.
	原則	Principles
2.	註冊局以公平、公正及開放的態度處理所有投訴和意見;並以私隱為重,只收集必須的個人資料及向有需要知情的人士透露相關內容;並在合理和切實可行的範圍內,盡快處理跟進。	The Board handles complaints and opinions in a fair, just and open manner; and with grave concern over privacy, it collects only necessary personal data and only discloses details to the relevant parties on need-to-know basis; and it deals with the matters as soon as reasonably practicable.
	表達意見和建議	Views and suggestions
3.	註冊局需履行法定責任,設置措施及處事程序,不一定在可預見的未來,作出應對及回覆,故表達意見或建議者,毋須具名或提供聯絡方法。	The Board is to discharge statutory duties, puts in place measures and work procedures, that it might not be able in foreseeable future to react or respond, such that members of the public who provide views or suggestions need not let the Board know of their names or contact details.
4.	程序: 使用「投訴或意見反映表格」(見附件)或自行撰寫信件,以郵寄、電郵、傳真或親臨辦事處交予社會工作者註冊局主席或註冊主任;或於辦公時間內(詳情請參閱註冊局網址)致電或親臨註冊局,向當值職員提出。	Procedures: Use the “Complaint or Opinion Form” (as attached) or write direct to the Chairperson or the Registrar of the Board by post, email or fax; or speak to staff members of the Board during office hours (please refer to the Board’s website for details) over the phone or in person over the counter of the Board office.
5.	註冊局所收到的意見或建議,將適時地轉交相關的事務委員會或專責小組跟進。	All views and suggestions received by the Board will be duly passed onto the related committees or task forces for attention.



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	投訴	Complaints
6.	投訴時限為事件發生後一年之內，除非有特殊理由，註冊局不受理超過這時限的投訴。	The time limit for lodging complaints with the Board is set as one year after the incident has taken place, beyond that, the Board will not entertain them unless with special reasons.
7.	投訴者須具實名並以書面陳述指控的具體情況，及提供郵寄聯絡地址。匿名或沒有提供聯絡地址者，概不受理。	Complainants shall, in true name, make complaints in writing with concrete details, and provide their postal address. Anonymous complaints or those made without contacts will not be entertained.
8.	程序： 使用「投訴或意見反映表格」（見附件）或自行撰寫信件，以郵寄、電郵、傳真或親臨辦事處交予社會工作者註冊局或註冊主任。	Procedures: Use the "Complaint or Opinion Form" (as attached) or write direct to the Chairperson or the Registrar of the Board by post, email or fax.
	處理投訴程序	Handling Procedures
9.	辦事處於接獲投訴後的三個工作天內，書面確認接獲投訴。	The Board office will acknowledge within three working days and in writing the receipt of complaints.
10.	涉及註冊局措施或處事程序： (1) 經註冊主任或助理註冊主任初步處理後，如投訴人不滿意結果，該個案將交由行政事務委員會覆實。如有需要，行政事務委員會可約見相關人士，以進一步了解情況。 (2) 如投訴成立，將交由註冊局跟進。	Concerning the Board's measures or work procedures: (1) The case will be handled by the Registrar or the Assistant Registrar at the preliminary stage; and submitted to the Committee on Administration for review if the complainant is unsatisfied with the result. The Committee may meet the related parties for further understanding of the details whenever necessary. (2) If the complaint is established, it will be submitted to the Board for follow up.
11.	涉及辦事處職員： (1) 有關註冊主任或助理註冊主任的投訴，由行政事務委員會直接處理；調查後，如投訴成立，將呈報註冊局處理。 (2) 有關其他職員的投訴，經註冊主任或助理註冊主任調查後，如投訴成立，由註冊主任作出處理辦法並知會行政事務委員會，或性質嚴重者，呈交行政事務委員會審議處理	Concerning staff of the Board office: (1) Complaints against the Registrar or the Assistant Registrar shall be handled directly by the Committee on Administration. Any established complaint after investigation will be reported to the Board for follow up. (2) For complaints against other staff members, after they are investigated by the Registrar or the Assistant Registrar and cases established, the Registrar will decide on the action to be taken and notify the Committee on Administration, or when the nature is



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	<p>辦法。</p> <p>(3) 行政事務委員會或註冊主任收到投訴後，如有需要，可約見相關人士，以進一步了解詳情。</p>	<p>serious, submit the cases to the Committee for follow up.</p> <p>(3) After receiving the complaint, the Committee on Administration or the Registrar may, if necessary, meet with the related parties for further details.</p>
12.	<p>涉及註冊局委任的人員：</p> <p>(1) 相關投訴將由行政事務委員會直接處理；</p> <p>(2) 由三名行政事務委員會成員組成的小組審議，並向行政事務委員會匯報結果及建議處理方法。</p> <p>(3) 如有需要，可委任一名註冊局職員為投訴處理主任，查明事實；小組亦可約見相關人士，以進一步了解詳情。</p>	<p>Concerning persons appointed by the Board:</p> <p>(1) Complaints shall be handled directly by the Committee on Administration;</p> <p>(2) A 3-member panel under the Committee will be formed to consider, conclude any findings, and report back to the Committee with proposed actions.</p> <p>(3) If so required, a staff member of the Board will be designated as the officer-in-charge to inquire into the facts; the panel may also meet with the related parties for further investigation.</p>
	記錄	Records
13.	<p>所有投訴不論成立與否，均備存在檔，年期一般以七年為限。</p>	<p>All complaints must be kept in file, regardless of whether they are established or not, for a period up to seven years in general.</p>
14.	<p>對註冊局職員的投訴，如被裁決屬實，須另保存於有關職員的個人檔案，存留年期按人事管理要求而定。</p>	<p>When complaints against Board office are established, a copy of it must be kept in the personal file of the staff member concerned up to the period as specified for human resources management.</p>
	投訴事項的上訴	Appeal of Complaints
15.	<p>對裁決不滿者，並能提出足夠理據或新證據，可於註冊局通告結果後的 14 個工作天內，以書面向註冊局提出上訴。</p>	<p>The party aggrieved by the decision on the complaint, but able to provide substantial grounds or new evidence, may lodge appeal in writing to the Board within 14 working days after receiving the notice of decision.</p>
16.	<p>註冊局對上訴的裁決為最終裁決。</p>	<p>The decision of the Board on the appeal is final.</p>