



Appeal & Complaint Procedures (投訴及上訴程序)

- 1.Complaint / Appeal Submission (提交投訴 / 上訴)
- 2.Receive & Register (接收及登記)
- 3.Verify, Scope & Classify (審核、界定範圍及分類)
- 4.Investigate & Gather Evidence (調查及蒐集證據)
- 5.Independent Review (獨立審查)
- 6.Prepare Decision & Response (擬定決定及回覆)
- 7.Issue Official Reply (發出正式回覆)
- 8.Close Case & Archive Records (結案及檔案存檔)