

Mechanism for General Complaint

1. Principles for handling of complaints

- 1.1 The complainant must be identifiable and must be one of the persons involved in the incident complained of or his/her guardians. The complainant must submit the complaint in writing to HKTA addressing to the Chief Executive Officer by one of the following methods:-
- (a) Email: info@tennishk.org;
 - (b) Fax: 2894 8704;
 - (c) Post: Room 1021, Olympic House, 1 Stadium Path, So Kon Po, Causeway Bay, Hong Kong; or
 - (d) The Feedback Submission on HKTA website.
- 1.2 The following complaints will be looked into but HKTA will not officially respond:
- (a) Anonymous complaints;
 - (b) Oral complaints;
 - (c) Complaints not filed by the persons involved in the incidents or their guardians;
 - (d) Complaints that are under legal proceedings which may amount to a violation of Hong Kong laws;
 - (e) Complaints relating to incidents that occurred more than one year ago; or
 - (f) Complaints where no contact information of the complainant is provided.

2. Mechanism for handling complaints

- 2.1 Upon receiving a written complaint, the HKTA shall open a case file and send an acknowledgement of receipt to the complainant within 10 working days of receiving the complaint.
- 2.2 Where the complaint is of a less-serious nature, HKTA shall instruct the relevant staff member to follow-up.
- 2.3 Where the complaint is of a serious nature, the relevant committee will determine:-
- (a) if further information should be gathered to aid the review and investigation of the complaint;
 - (b) the actions that should be taken to investigate the complaint;
 - (c) the format of the investigation;
 - (d) if a hearing and/or interview of the person being complained is required; and
 - (e) any other matter which the relevant Committee shall deem fit for the purpose of investigation of the complaint.
- 2.4 In all cases, a written response or investigation report should be provided to the complainant within two months of receiving the complaint, where possible.
- 2.5 In cases where a disciplinary action is required, the person in question shall also be informed of the decision within the same timeframe as the complainant.
- 2.6 If the complainant is not satisfied with the decision, they shall be entitled to lodge an appeal of the decision, as detailed in section 3 below. Persons subject to disciplinary actions shall also be entitled to appeal in accordance with section 3.

3. Appeal Mechanism

- 3.1 Should a complainant or person subject to disciplinary action be dissatisfied with the decision relating to the initial complaint, he/she shall be entitled to lodge an appeal.
- 3.2 To lodge an appeal, the complainant or person subject to disciplinary action must submit a written appeal request stating the reasons and/or the grounds of appeal to HKTA within two weeks of receiving the written response or investigation report to their initial complaint.
- 3.3 The appeal shall be referred to the HKTA Council for consideration, and can be sent by fax, post, email info@tennishk.org, or the Feedback Submission form on the HKTA website.
- 3.4 The HKTA Council shall determine whether a further investigation into the complaint should be made, and if so, the format of this investigation, including whether an appeal committee should be formed to consider the appeal.
- 3.5 A written response of the Council should be provided to the complainant or person subject to disciplinary action within one month of the appeal.
- 3.6 The decision of the Council shall be final and binding on all parties and no party shall have the right to appeal against such a decision.