



Make your views known: Suggestions, Compliments and Complaints

The Equal Opportunities Commission (EOC) is committed to providing you with high quality services. Your views and feedback are vital to us in identifying areas that may need improvement.

A. Suggestions

Your suggestions are of crucial importance in enhancing our services. Suggestions can be your observations or comments on your service experience or the work of the EOC in general.

B. Compliments

It is important for our staff members to know whether they have exceeded and how to further excel in their service delivery. We are thankful for your encouragement and very much count on your compliments to our staff and/or our organisation to help foster a quality service culture.

C. Complaints

If you are dissatisfied with our services, such as politeness and timeliness in our responses, you can make a complaint.

D. How to make your views known to us

You can contact us in one of the following ways:

- Call the EOC's hotline: 2511 8211
- Email us: service@eoc.org.hk
- Write to us: 16/F, 41 Heung Yip Road, Wong Chuk Hang, Hong Kong
(Attention: Service Improvement Officer)
- Send us a fax: 2511 8224
- Complete an [online form](#)
- In person, at the EOC's office

E. What to submit to lodge a complaint against our services

To enable your complaint to be processed expeditiously, please provide us with the following information:

- Your name and contact information (Please provide at least one way of contacting you, such as email address, phone number or correspondence address)
- Details of your complaint (e.g. description of the incident(s) causing your dissatisfaction, date(s), persons involved in the incident(s), etc.)
- Copies of relevant supporting documents, if any



Make your views known: Suggestions, Compliments and Complaints

We stand ready to look into and follow up on complaints substantiated with sufficient information. You are encouraged to lodge your complaint as soon as practicable, say, within one year from the occurrence of the incident(s). This is because long time lags may give rise to difficulties in fact-finding. Complaints lodged after the occurrence of the incident(s) for more than one year would only be followed up with justifiable grounds.

F. Follow up from the EOC

- We will acknowledge your complaint made within five working days.

(Note: for each of the complaints made through the online form or the EOC's designated email address, an acknowledgement of receipt will be automatically generated by the EOC's email system upon successful transmission to the EOC.)

- We will thoroughly examine the relevant facts to ascertain whether the complaint is substantiated. In the process, we may contact you for further information as and when necessary.
- We will endeavour to provide you with a full response (including our findings) within two months, and where applicable, inform you of what we have done / will do in rectifying the areas in need of improvement.

(Note: There are occasions that, due to special circumstances, some complaints may call for a longer processing time. In such cases, we will inform you in writing the reasons within one month, and provide you with a full response as soon as practicable.)

G. Other channels of expressing your dissatisfaction

(1) Office of The Ombudsman

If you are dissatisfied with our service and feel that there may be maladministration on our part, you may make a complaint to the Office of The Ombudsman, Hong Kong.

Website: www.ombudsman.hk

Telephone number: 2629 0555



Make your views known: Suggestions, Compliments and Complaints

(2) Office of the Privacy Commissioner for Personal Data

If your complaint relates to the personal data of which you are the data subject and that there may be a contravention of a requirement under the Personal Data (Privacy) Ordinance, you may contact the Office of the Privacy Commissioner for Personal Data.

Website: www.pcpd.org.hk

Telephone number: 2827 2827
