

COMPLAINT FORM

According to the By-Laws of
The Hong Kong Psychological Society (HKPS),
this form must be completed for
filing complaint against any member of HKPS
for professional misconduct.

**If the incident involved any criminal conduct,
please report immediately to the police or law enforcement authority.**

If you have any problem completing this form,
please find a trustworthy person to assist you.



The Hong Kong Psychological Society Limited,

Unit 1211, The Metropolis Tower

10 Metropolis Drive, Hung Hom

Kowloon, HONG KONG

Fax: (852) 2852 1776

Website: www.hkps.org.hk

e-mail: admin@hkps.org.hk

PART I: COMPLAINANT

Any person making a complaint against any member of The Hong Kong Psychological Society must provide here name and means of contact. Otherwise, the complaint cannot be accepted or processed.

Full name (in English) *

Full name (in Chinese)

Phone number *

Fax number

E-mail address (if available)¹

Postal address *

* Required information

¹ E-mail will be the choice for further communication on this complaint to facilitate speedy communication

PART II: COMPLAINEE

The person being complained of must be a member of The Hong Kong Psychological Society (HKPS) when the incident(s) happened as HKPS has no jurisdiction over non-members.

If the complaint involves more than one HKPS member, please use a separate form for each and every HKPS member you are complaining against.

Name of the HKPS member *

Phone number (if known)

Fax number (if known)

E-mail address (if known)

Employer (if known)

Address (if known)

PART III: THE COMPLAINT

It is important for Complainant to tell us clear and detailed facts of the incident which led to the complaint. If the complaint involves more than one incident, please try to separate the incidents and describe each of them on a separate page. If there were too many incidents to describe separately, please summarize all of them on one page and then describe at least three individual incidents as examples. We will ask for further information later.

Please note that HKPS cannot process any complaint which happened and ended (i) over 6 years ago, or (ii) before the Complainee joined HKPS, or (iii) after the Complainee left HKPS.

1. What is your complaint against this member?

2. What was your relationship with the member when the incident occurred?

3. When did it happen? Where did it happen?

4. What did the member do? Please describe the incident(s) in detail.

5. How did the incident affect you?

6. Why do you think that what the member did was unethical / misconduct?

7. Do you have any evidence to support your complaint (e.g. reports, letters, messages, recordings, receipts, pamphlets, photos, etc.)? Please list them all out in the space below and submit hard copies with this complaint.

List of Evidence

No.	Name/ Brief Description of Evidence	Date
1.		
2.		
3.		
4.		
5.		

6.		
7.		
8.		

(Please use additional sheets if necessary)

8. If this incident has been reported to other authority (e.g. Complainee's work supervisor, another professional organization, law enforcement, etc.), please tell us what happened, and the progress or outcome of any investigation, if available.

9. Any other relevant information? (Please use this section to add any other relevant information you have on this complaint which are not covered in 1-8 above.)

PART IV: AUTHORIZATION

I hereby authorize the Hong Kong Psychological Society to release all and any documentation I have sent with regard to the complaint I made against

_____ (name of Complainee) dated _____

to _____ (name of Complainee) for his/her consideration and response. I understand that only my name but not my contact details would be disclosed to _____ (name of Complainee).

I hereby authorize _____ (name of Complainee) to release my personal information to the Hong Kong Psychological Society for handling of my complaint.

Part V: DECLARATION

For the complaint to be accepted by the Society, you have to make a declaration on truth of the information you provided in this form. The declaration can be made at a District Office of the Home Affairs Department, the HKSAR Government.

https://www.had.gov.hk/en/public_services/public_enquiry_services/provided.htm#3

Relevant fillable forms can be downloaded from their website.

In the declaration or affirmation / affidavit form, please include the following text in blue:

- 1. I am making a complaint against the member of the Hong Kong Psychological Society named _____ by submitting the Complaint Form provided by the Hong Kong Psychological Society.*
- 2. The facts and particulars contained in the Complaint Form and any additional information or documents pertaining to the present complaint I send to the Hong Kong Psychological Society are true and correct to the best of my knowledge and belief.*

If you are not residing in Hong Kong, you should make your declaration with your local notary public.

After making the declaration, please post the hard copies of the:

- a) Complaint Form
- b) Declaration Form (Home Affairs Department/ other local notary public)
- c) Confidential Undertaking, and
- d) Supportive documents (if any) to

General Secretary,
The Hong Kong Psychological Society Ltd.,
Unit 1211, The Metropolis Tower
10 Metropolis Drive, Hung Hom
Kowloon, HONG KONG

Soft copy will not be accepted.

Name of Complainant:

Signature of Complainant:

(Please print & sign if digital signature is not used)

Date:

Personal Information Collection Statement (PICS)

Purpose of Collection

1. Personal data collected will be used by The Hong Kong Psychological Society Limited (“Society”) for the purposes of:
 - i. processing your complaint and related returns and notifications;
 - ii. verifying membership and identity;
 - iii. proving of consent & agreement;
 - iv. issuing letters related to the complaint;
 - v. providing information of members to the public to facilitate the identification of members and psychologists and about the services these psychologists provide (including display of information set out in section “Statement of Practices – 1. Membership records – a. membership application and updated information, and b. registered psychologist details”); and verifying information to be published on the Society’s website;
 - vi. processing complaints, investigations, disciplinary actions, enforcement, regulatory actions, enquiries or feedback; and publishing results or conclusions of thereto;
 - vii. administering the web services provided by the Society; and
 - viii. performing the Society’s administration and operating functions and powers in connection with registration and under other applicable legislations, rules and regulations.
2. It is obligatory for you to supply the Society with the data requested in this form. A failure to provide the requested personal data, or the provision of inaccurate or incomplete information may result in the Society not being able to process the complaint, or for the Society to perform its functions or powers.

Transfer of Personal Data

3. The Society may provide necessary information to staff of the Society and to the members of the Council and its relevant Committees and Divisions, and any third party lawfully required and/or holding a court order for the disclosure of the information.
4. Personal data provided in a complaint will be used, disclosed or transferred only for those purposes related to the complaint, for example, it may need to be disclosed to the person / company against whom a complaint has been made and to inform relevant regulatory bodies and professional organizations of any positive finding on the breach of professional conduct.

Access and Correction

5. You have the right to request access to and to request the correction of your personal data. Data access requests should be made using the form specified by the Privacy Commissioner for Personal Data which is accessible from the following link “Data Access Request Form” (<https://www.pcpd.org.hk/english/publications/files/Dforme.pdf>).

Enquiries

6. Enquiries concerning your personal data provided in your enquiry, including making access and correction, should be addressed to:

General Secretary, The Hong Kong Psychological Society Limited, Unit 1211, The Metropolis Tower, 10 Metropolis Drive, Hung Hom, Kowloon, Hong Kong
Email: admin@hkps.org.hk

Privacy Policy Statement

7. You may click [here](#) for the Privacy Policy Statement of the Society.

I have read and understand the above Personal Information Collection Statement (PICS).

Signed _____
(e-signature is not accepted)

Date _____