



HONG KONG MONETARY AUTHORITY
香港金融管理局

Circulars

22 Jul 2002

Complaint Handling Procedures

Our Ref : B9/67C
B1/21C

22 July 2002

The Chief Executive
All Authorized Institutions

Dear Sir/Madam,

Complaint Handling Procedures

I write to remind you that the [Supervisory Policy Manual module IC-4](#) on the above subject came into full effect on 30 June 2002 (my [letter of 22 February 2002](#) refers). This means that all authorized institutions (AIs) should have put in place internal complaint handling procedures as required under the module.

We have also taken the opportunity to revise our own complaint handling procedures. In particular, we will make it clear to complainants that generally they should try to resolve their disputes through AIs' internal complaint handling procedures first before coming to the HKMA. We have produced our own complaint procedures [leaflet](#) for this purpose. A copy is attached for your information.

Please note that with immediate effect the HKMA will direct all complainants who have not made use of the AI's own complaint handling procedures to the AI concerned. In this connection, I would be grateful if you could provide us with the contact details of your complaint officer or unit in the [attached form](#) within two weeks from date of this letter. This would enable us to advise the complainants accordingly and put the relevant information on our website. You should also notify our complaints unit (fax: 2509 3990) in advance of any changes to the relevant information in future.

Yours faithfully,

Raymond LI
Executive Director (Banking Development)

Encl.:

Leaflet PDF version: [English](#) (78KB), [Chinese](#) (139KB)

Form [Contact Details of AI's Complaint Officer or Unit](#) (MS Word, 20KB)

c.c. The Chairman, Hong Kong Association of Banks
The Chairman, The Deposit-taking Companies Association
SFST (Attn: Ms Kinnie Wong)

Last revision date : 01 August 2011