

**School of Continuing and Professional Studies
The Chinese University of Hong Kong**

**Procedures for Handling Complaints
(For all CUSCS Programmes, including CEF Courses)**

<u>Stage</u>	<u>Action</u>	<u>Timeline</u>
(1) Acknowledging	Acknowledge receipt of the complaint received in person, via phone, email or letter, etc.	Within 3 working days upon receiving the complaint
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(2) Investigation	Investigate the complaint.	Within 7 working days upon receiving the complaint
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(3) Responding	Respond to the complainant by meeting, phone or in writing according to the means of complaint. Follow-up actions to be taken by CUSCS will be communicated, if appropriate.	Within 10 working days upon receiving the complaint

Important notes:

- a. All contents and information of complaints would be kept strictly confidential and restricted to internal reference or reference by relevant persons only.
- b. In compliance with the Personal Data (Privacy) Ordinance (Cap. 486), personal data collected would be used for complaint handling only and not be kept longer than necessary.