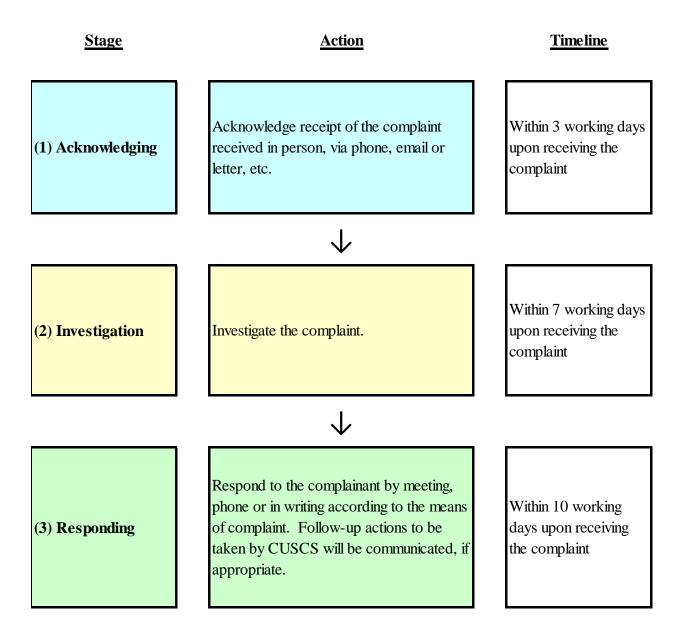
## School of Continuing and Professional Studies The Chinese University of Hong Kong

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



## **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.

21 March 2019