

# Complaint Handling Policy

## 1. Possible Channels for Lodging Complaints

- 1.1 Normally complaints are lodged by our customer hotline, email, fax or post. These complaints are first attended to by our customer service representatives (CSR). Complaints that cannot be addressed by the CSRs are escalated to their management.
- 1.2 Complaints can also be addressed directly to directors or CAP members. These complaints will be brought to the attention of the Chairman. The Board will then decide whether a complaint will be handled by the Board directly or be given to the management to follow up. In the latter case, management will keep the Board/Committee/CAP informed of progress and the final resolution.
- 1.3 Complaints may also be sent to the LegCo, HKSARG, Consumer Council, or media. Management must report these complaints to the Board/Exco without delay after receiving them. Management will handle such complaints (unless otherwise instructed by the Board) and report to the Board/Exco as well as HKCERT where applicable.

## 2. After a Complaint is Closed

- 2.1 All complaint cases are recorded. All closed complaint cases will be reviewed by the management.
- 2.2 Management and staff will identify and propose remedies or improvements to prevent similar complaints from happening again. If there is an urgent need to change a policy, management will determine whether Board approval or CAP consultation is required and facilitate such to happen.
- 2.3 Complaint statistics will be updated to reflect all new complaint cases handled.

## 3. Protection of Personal data Privacy

Staff member(s), director(s) or any other parties who have handled a complaint will either return or destroy all documents or emails containing personal data related to the complaint once the complaint is closed.

## 4. Reporting to HKCERT

Complaints involving domain name service interruption, Internet security incidents such as phishing or computer viruses will be notified to HKCERT according to their guidelines.