Ref. %ComplaintRef%

**Enquiry / Complaint Record Sheet**

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| Record Type: | | %ComplaintRecordType% | | | | | | | | | | | | | | |
| Source: | | %ComplaintSource%  %ComplaintSourceRemark% | | | | | | | | | | | | | | |
| Date of E/C: | | | | | | | %ComplaintDate% | | | | | Time of E/C: | | | %ComplaintTime% | | |
| Date of E/C 1st received: | | | | | | | %FirstComplaintDate% | | | | | Unit of SWD: | | | %SwdUnit% | | |
| Complainant: | | %ComplainantName% | | | | | | | | | Tel. No.: | | | %ComplainantTelNum% | | |
|  | |  | | | | | | | | |  | | |  | | |
| **Summary of E/C:** | | | | | | | | | | | | | | | | |
| Name of Organisation: | | | | | | %OrgName% | | | | | | | | | | |
| PSP Permit Concerned: | | | | | | %PspPermitNum% | | | | FD Permit Concerned: | | | | | | %FdPermitNum% |
| Activity Concerned: | | | | %ActivityConcern% | | | | | | | | | | | | |
| Method of Collection: | | | | %CollectionMethod% | | | | | | | | | | | | |
| Date of Fund-raising: | | | | | | %RaisingDate% | | | | Time of Fund-raising: | | | | | | %RaisingTime% |
| Location of Fund-raising: | | | | | | | | %FundRaisingLocation% | | | | | | | | |
| No. of Fund-raisers involved: | | | | | | | | | %FundRaiserInvolve% | | | | | | | |
| Content/remark of E/C: | | | | | | | | |  | | | | | | | |
|  | %ComplaintContentRemark% | | | | | | | | | | | | | | | |
| Processing Status: | | | %ProcessingStatus% | | | | | | | | | | | | | |
| Remark: | | | %ComplaintResultRemark% | | | | | | | | | | | | | |
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Result of the Complaint:

| Non-compliance Nature | Other Non-compliance Nature | Result |
| --- | --- | --- |
| %NonComplianceNature% | %OtherNonComplianceNature% | %Result% |

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| --- | --- | --- | --- | --- | --- |
| Due Date to Reply: | %ReplyDueDate% | | Related E/C Case: | %RelatedComplaintRef% | |
| Withholding Start Date: | | %WithholdingBeginDate% | Withholding End Date: | | %WithholdingEndDate% |
| Withholding Remarks: | | %WithholdingRemark% | | | |

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| **Telephone Record:** | | | | | | | | | | | | | |
| Reference No.: | | | | %TelComplaintRef% | | | |  | | | | | |
| Date of E/C: | | | %TelComDate% | | | | | | Time of E/C: | | | %TelComTime% | |
| Complainant: | | %TelComName% | | | | | | | Tel. No.: | | %TelComTelNum% | | |
| Name of Organisation: | | | %TelOrgName% | | | | | | | | | | |
| PSP Permit Concerned: | | | %TelPspPermit% | | | | FD Permit Concerned: | | | | | | %TelFdPermit% |
| Remarks: | %TelComplaintContentRemark% | | | | | | | | | | | | |
| Officer: | | | | | %OfficerName% | | | | | Post: | | | %OfficerPost% |
|  | | | | | |  | | | | | | | |

**Follow-up Action Taken:**

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| **Follow-up with the Organisation Concerned** | | | | | | |  | | | | | |
| Enclosure No.: | | | %EnclosureNum% | | | | |  | | | | |
| Telephone contact with: | | | %ContactOrgName% | | | | | | | | (Name of organization) | |
| Name of person contacted: | | | | %CPersonName% | | | | | Date of contact: | | | %ContactDate% |
| Remarks: | %OrgRemark% | | | | | | | | | | | |
| Follow up letter issued: | | | | %FollowUpLetterType% | | | | | |  | | |
| Follow up letter issued to: | | | | %FollowUpLetterReceiver% | | | | | | | (Name of organization) | |
| Date of Issue: | | %FollowUpLetterIssueDate% | | | | | | | | | | |
| Remarks | %FollowUpLetterRemark% | | | | | | | | | | | |
| Action File Ref: | | %FollowUpLetterActionFileRef% | | | | | | | | | | |
| Reply from the Organisation: | | | | | %FollowUpOrgReply% | | | | | | | |
| Date of Reply: | | %FollowUpOrgReplyDate% | | | | | | | | | | |
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| **Report to Police** | | | |  | | | | | | | | | | | |
| Enclosure No.: | | | | | | %EnclosureNum% | | | | |  | | | | |
| Verbal report to police on: | | | | | %VDate% | | | | | Police Station: | | | | %PoliceStation% | |
| Police officer: | | %PoliceOfficerName% | | | | | | | | | | RN No.: | | %RnNum% | |
| Remarks: | %RnRemark% | | | | | | | | | | | | | | |
| Written referral to police on: | | | | | | | %RDate% | | | Police Station: | | | %ReferralPoliceStation% | | |
| Action File Ref: | | | %ActionFileRef% | | | | | | | | | | | | |
| Investigation Result of the Police: | | | | | | | | | | | | | | | |
| %PoliceInvestigation%  %PoliceInvestigationResult% | | | | | | | | | | | | | | | |
| Date of Investigation Result: | | | | | | | | %PoliceReplyDate% | | | | | | | |
| Name of Convicted Person: | | | | | | | | %ConvictedPersonName% | | | | | | | |
| Position of Convicted Person: | | | | | | | | %ConvictedPersonPosition% | | | | | | | |
| Offence Details: | | | %OffenceDetail% | | | | | | | | | | | | |
| Sentence Details: | | | %SentenceDetail% | | | | | | | | | | | | |
| Court Reference: | | | %CourtRefNum% | | | | | | Date of Court Hearing: | | | | | | %CourtHearingDate% |
| Remarks | | | %PoliceRemark% | | | | | | | | | | | | |
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| **Follow-up with the other Parties** | | | | | |  | |
| Enclosure No.: | | | %EnclosureNum% | | | |  |
| Name of the Party Contacted: | | | | | %OtherFollowUpPartyName% | | |
| File Reference: | | %OtherFollowUpFileRef% | | | | | |
| Date of Contact / Correspondence: | | | | | %OtherFollowUpContactDate% | | |
| Remark: | %OtherFollowUpRemark% | | | | | | |
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| **Follow-up Action Summary** |  | | |
| No. of Reminder Issued: | %RCount% | Date(s) of Issue: | %RDate% |
| No. of Alert Letter Issued: | %ACount% | Date(s) of Issue: | %ADate% |
| No. of Warning Letter Issued: | %WCount% | Date(s) of Issue: | %WDate% |
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| **Case Investigated by Police** | | |  | | | | | | |
| Reference No.: | %RefNum% | | | | |  | | |  |
| Date of Referral: | %ReferralDate% | | | Date of Memo from Police: | | | | %MemoDate% | |
| Name of NGO involved: | | %ConcernOrgName% | | | | | | | |
| Result of Investigation: | | %InvestigationResult% | | | | | | | |
| Police Reference: | %PoliceRefNum% | | | | Enclosure in Action File: | | %ActionFile% | | |
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| **Enquiry from Other Departments / Authorities Details** | | | | | | | | | | |
| Reference No.: | | | %RefNum% | | | |  | | | |
| Date of Referral: | | | | %ReferralDate% | | | | Date of Memo: | | %MemoDate% |
| Date of Memo from Police: | | | | | | %MemoPoliceDate% | | |  | |
| Enquiry From: | | %EnquiryDepartment% | | | | | | | | |
| Name of Organisation: | | | | | %OrgInvolved% | | | | | |
| Content: | %EnquiryContent% | | | | | | | | | |
| Enclosure No.: | | | %EnclosureNum% | | | | |  | |  |
| Remark: | %Remark% | | | | | | | | | |
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