

Redress System



Q: Can members of the public lodge complaints to LegCo?

A: Yes. LegCo operates a [redress system](#) through which Members receive and handle complaints from members of the public who are aggrieved by Government actions or policies. It also deals with public representations on Government policies, legislation as well as other matter of public concern.

Q: How does the redress system operate?

A: In groups of six, Members take turns to be on duty each week to oversee the system and give guidance to the staff of LegCo Secretariat to process complaint cases. Members also take turns for “ward duty” during their duty week to meet individual complainants and deputations with appointments to discuss their complaints.

Q: How are complaints made?

A: A complaint may be lodged with the Public Complaints Office of LegCo Secretariat by phone, post, fax, e-mail, complaint form or in person. The enquiry hotline is 3919 3919.

Q: What matters are outside the scope of the redress system?

A: The following matters will not be handled by the Complaints Division of LegCo Secretariat: request for legal advice or legal services, complaints against individual members of the LegCo and District Council members, private disputes, court decisions, matters which are sub judice or could involve criminal charges and matters relating to judicial or quasi-judicial proceedings, complaints and matters which are handled by independent or statutory bodies (e.g. ICAC Complaints Committee, Independent Police Complaints Council, Administrative Appeals Board, etc.), labour

disputes between individual employees and employers (except those of wide public concern or relating to discrimination of trade union leaders) and matters outside the jurisdiction of the Hong Kong Special Administrative Region.