

(Translation)

**Motion on  
“Establishing an independent statutory  
Office of the Health Service Ombudsman”  
moved by Hon Andrew CHENG Kar-foo  
at the Legislative Council meeting  
of Wednesday, 14 January 2009**

**Motion as amended by Hon CHAN Hak-kan**

That medical incidents have occurred frequently in recent years, but there is a current lack of a uniform, credible and highly transparent mechanism for handling health service complaints from members of the public, causing the public to feel helpless; this Council urges the Administration to, without violating the principle of professional autonomy, establish an independent statutory Office of the Health Service Ombudsman to receive complaints concerning health service from the public, investigate and conciliate complaints as well as handle compensation matters under a uniform mechanism, also inform complainants of the investigation outcome within a reasonable time frame and regularly announce to the community the situation regarding handling of medical complaints, so as to ensure that complaints targeting at health service are properly handled and transparency in the handling of complaints is enhanced, and thereby improving the quality of health service.