

**Public's right of meeting one Member
after another on ruled cases**

The existing practice

According to existing practice, an individual complainant requesting an interview with a Member, he/she will generally be encouraged to see a Duty Roster Member, usually in the following week to enable the Complaints Officer to gather some background information on the case for the Member. If the complainant specifies a particular Member whom he/she wishes to see, he will be given the information about when the Member will be on ward duty and arrangement will be made for him/her to see the Member accordingly.

2. A case officer of the Secretariat will follow up the case and report to the Member interviewing the complainant of any progress or the outcome. If the Member accepts the outcome, the complainant will be informed of the outcome by the Complaints Officer. If the complainant is not satisfied with the outcome and requests for further interviews with other Members on the same issue, his request will not normally be entertained unless they are substantiated with new evidence or facts. This practice is to avoid any member of the public from keeping on requesting to see different Members on ruled cases. This practice has worked well. Exceptionally, if the complainant is very insistent, the Complaints Officer will consult the specified alternative Member whether he would like to see the complainant.

3. The same practice is adopted for DRM interviews. Deputations not satisfied with the outcome of their complaints may request a second interview with the DRMs handling the case, inviting other Members to attend if they wish. Such requests will be referred to the DRMs for decision. Requests for interviews with other DRMs on the same issue would not normally be entertained. This practice has also worked well.

For Members' consideration

4. Members may wish to review the existing practice.