

### **General Reminder to Complainants**

1. The complaint should be based on facts which can be substantiated. In view of possible legal liabilities, it is advisable to avoid making statements which tend to harm the reputation of another person in a way as to lower him in the estimation of the community or to deter third parties from associating or dealing with him.
2. All documents and correspondence relating to the complaint should be made available for Members' reference. However, where such documents or correspondence were supplied to you in confidence it is advisable to obtain the express consent of the supplier of these documents or correspondence before you release them to Members.
3. The personal data you have given to the Secretariat will be kept confidential, subject to the need that the Secretariat may have to disclose such personal data to the relevant departments, authorities or organizations in the course of dealing with your complaint. In such a case you will be requested to give your consent to such disclosure in a separate form.
4. Members are performing their duties under the Basic Law to handle complaints. Complainants should consult their own lawyer or other professionals if they wish to obtain legal or other services.