



# HOW DOES THE LEGISLATIVE COUNCIL HANDLE COMPLAINTS FROM THE PUBLIC



LEGISLATIVE COUNCIL IN BRIEF NO. 9

The Basic Law stipulates that the Legislative Council of the Hong Kong Special Administrative Region (“HKSAR”) shall receive and handle complaints from Hong Kong residents. The Legislative Council operates the Redress System to fulfill this constitutional function. The Legislative Council Secretariat provides support service to assist Legislative Council Members to deal with complaints lodged by the public under the Redress System.

## MATTERS HANDLED UNDER THE REDRESS SYSTEM

The Legislative Council operates the Redress System to 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 and legislation as well as other matters of public concern.

## OPERATION OF THE REDRESS SYSTEM

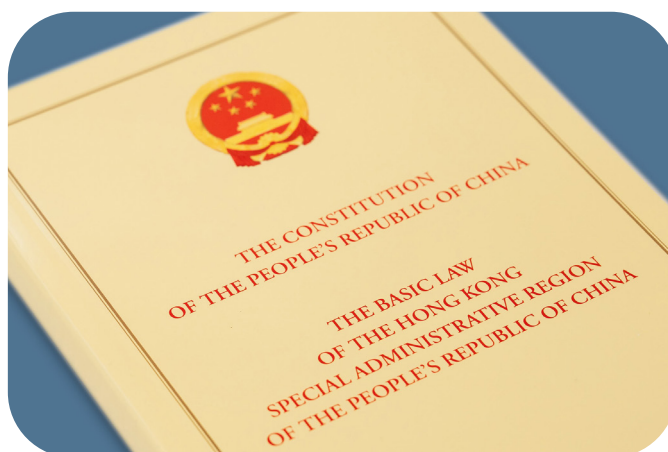
In groups of nine, Members take turns to be on duty each week to oversee the Redress System and to provide guidance to staff of the Public Complaints Office of the Legislative Council Secretariat in processing cases. Members take turns to be on “ward duty” during their duty week to meet deputations and individual complainants with appointments. It is for Duty Roster Members to decide whether and when an interview should be arranged.

## MATTERS OUTSIDE THE SCOPE OF THE REDRESS SYSTEM

The following matters fall outside the scope of the Redress System:

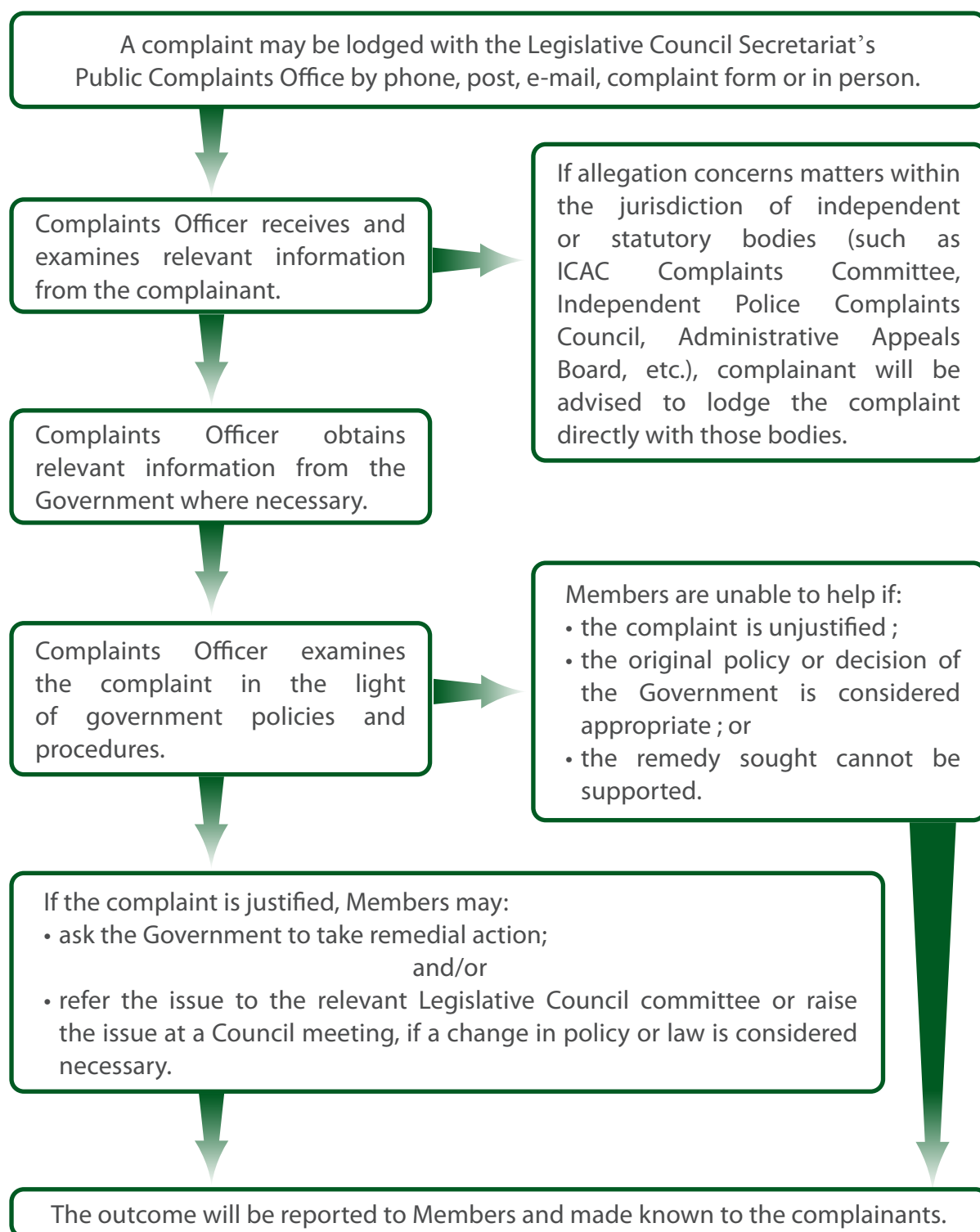
- requests for legal advice or legal services;
- complaints against individual members of the Legislative Council and District Councils;
- private disputes;

- 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 (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 HKSAR.



*The Basic Law stipulates that the Legislative Council of the Hong Kong Special Administrative Region shall receive and handle complaints from Hong Kong residents*

## COMPLAINT HANDLING PROCESS



### Note:

At any of the above stages, a Complaints Officer may consult Members where necessary.

### Further Reference:

Legislative Council in Brief No. 1 – Know the Legislative Council Members

Legislative Council Secretariat  
Education Service Team  
[www.legco.gov.hk](http://www.legco.gov.hk)  
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