
	Hong Kong Institute of Clinical Psychologists Limited 香港臨床心理學家公會有限公司	Document No.	HKICP-ECI-PD-006-R2
	Procedures for Handling of Complaints against Registrants of Hong Kong Institute of Clinical Psychologists Limited	Issue Date	24/04/2023
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# Procedures for Handling of Complaints against Registrants of Hong Kong Institute of Clinical Psychologists Limited

Version	Effective Date
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### Document History

Date of Issue	Version No.	Date Approved/ Effective	Summary of Change	Approved by
31/07/2019	1.0	31/07/2019		Board of Directors
20/04/2021	2.0	20/04/2021	Updated the flowchart in Appendix 5.	Board of Directors
24/04/2023	3.0	24/04/2023	<ul style="list-style-type: none"> <li>• Updated with use of gender-neutral pronouns.</li> <li>• Specified reference that the public shall be adequately informed of the decision through webpage of HKICP.</li> </ul>	Board of Directors

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**(Distribution list: This Policy should be read by all staff and members of HKICP, Professional Council and its committees, and the general public.)**

## 1. Objective

This document describes the procedures for handling complaints against Registrants of the Hong Kong Institute of Clinical Psychologists Limited (HKICP) on the matters of professional misconduct.


## 2. Scope

This document applies to all complaints against Registrants of HKICP for professional misconduct, which would be defined by breach of specific Code of Ethics of HKICP (HKICP-ECI-PO-001).

## 3. Definitions

In this document, unless the context otherwise requires:

- 3.1 “complainant” means any person who files a complaint to the secretariat of HKICP against a registrant of HKICP,
- 3.2 “respondent” means a registrant of HKICP against whom a complaint is received by the secretariat,
- 3.3 “Council” means the Professional Council of HKICP,
- 3.4 “Director” means the Director of HKICP
- 3.5 “legal practitioner” means a legal practitioner admitted under Legal Practitioners Ordinance (Cap. 159),
- 3.6 “PIC” means the Preliminary Investigation Committee under Professional Council of HKICP,
- 3.7 “secretariat” means the secretariat of HKICP,
- 3.8 “working day” means a weekday except public holiday, and
- 3.9 “order” means an order made by the Council in the exercise of its powers.


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#### 4. Preliminary Investigation Committee

- 4.1 The Preliminary Investigation Committee (PIC) is a standing committee appointed by the Council, and it comprises:
- 4.1.1 One Chairperson, who is a Registrant of HKICP and a member of the Council, and
  - 4.1.2 One Registrant of HKICP who shall not be a member of the Council, and
  - 4.1.3 One lay member.
- 4.2 The members of PIC shall be employees of more than one organization.
- 4.3 The Term of Office of members of the Preliminary Investigation Committee is 3 years. Member who holds office of Chairperson can only serve for a maximum of 2 consecutive terms.
- 4.4 The members of PIC shall hold office for their corresponding appointment periods, but at the end of such period they may be re-appointed.
- 4.5 The members of PIC shall be appointed by the Council in staggered years, as far as possible.
- 4.6 There shall be an officer from the secretariat, who is not a member of PIC, to provide secretariat support to PIC.

#### 5. Submission of Complaint

- 5.1 A complaint against a Registrant of HKICP shall be made by the complainant either:
- 5.1.1 By filling in the Complaint Form of HKICP (Appendix 1) and post or fax the form to the secretariat of HKICP, or
  - 5.1.2 By completing and submitting the online complaint form on the website of HKICP with all supporting information, or
  - 5.1.3 By calling the contact number of HKICP and HKICP shall arrange an interviewing officer to interview the complainant to fill out the Complaint Form of HKICP.
- 5.2 The secretariat shall issue an acknowledgement of receipt of complaint to the complainant and forward the complaint to the PIC Chairperson within 5 working days after receiving the Complaint Form.

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## 6. Complaint Touching Conduct or Ethics

6.1 Where, in a complaint referred by the secretariat to PIC under section 5, any allegation is made which in the opinion of PIC gives rise to a question whether a Registrant of HKICP:

6.1.1 Has been convicted in Hong Kong or elsewhere of an offence punishable with imprisonment, or

6.1.2 Has been guilty of professional misconduct in Hong Kong or elsewhere,

PIC may require that the complaint be formulated in writing setting out the grounds thereof and, except where the complaint is in writing under the hand of an interviewing officer of HKICP, supported by one or more statutory declarations as to the facts of the case.

6.2 Each statutory declaration referred to in section 6.1:

6.2.1 Shall state the address and description of the complainant, and

6.2.2 If any fact declared is not within the personal knowledge of the complainant, shall state the source of the complainant's information and the ground for their belief in the truth of the facts.


## 7. Collection of Documents and/or Expert Opinions

7.1 PIC may, within 15 working days after receipt of the complaint, require the complainant to submit a statutory declaration and the medical or clinical records or reports from the clinic(s) or the hospital(s) or any other information deemed relevant to the complaint.

7.2 The complainant will be required to submit the requested declaration, records and reports within 15 working days after the Letter of Request is issued by the Committee.

7.3 After the receipt of the declaration, records and reports, PIC shall issue a notice to the respondent within 15 working days to notify the respondent of the receipt of the complaint, and to inform the respondent of the substance thereof. The respondent shall submit a written explanation to PIC, if any, within 25 working days after the date on which the notification is made.

7.4 After receiving the documents from the complainant and respondent, PIC may invite expert to give opinions on the complaint. The expert will give opinions based on the documents received within 60 working days.

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7.5 The documents stated in sections 7.1, 7.2 and 7.3 shall be circulated among PIC members. The PIC Chairperson shall direct the secretariat to fix a date for a PIC meeting to consider the complaint for the purpose of determining whether it should be referred for a further inquiry. The PIC meeting shall be held within 15 working days after the receipt of those documents.

## 8. Consideration of Complaint by PIC

8.1 The secretariat shall, at the meeting at which a complaint is considered, put before PIC the complaint, any statutory declaration, records and reports received therewith, any explanation submitted by the respondent, the opinions from the experts if available, any other available document or matter in the nature of evidence relevant to the complaint.

8.2 PIC shall consider any document or matter put before it under section 8.1, and determine either:


8.2.1 That no inquiry shall be held and the complaint shall be dismissed, or

8.2.2 That the complaint shall be referred in whole or in part to the Council for inquiry, or

8.2.3 That further information and additional advice or assistance are required. In this case, PIC shall seek further information and additional advice or assistance within 20 working days after the meeting. The documents received therewith shall be circulated among PIC members. The PIC Chairperson shall direct the secretariat to fix a date for another PIC meeting. The PIC meeting shall be held within 20 working days after the receipt of those documents.


## 9. Determination of PIC that No Hearing be Held

If PIC determines that no hearing shall be held, PIC shall direct that the complaint be dismissed. PIC shall forward a report to and seek endorsement from the Council within 20 days after the meeting. Once the report is endorsed, the Council shall inform the respondent and the complainant within 20 working days.

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## 10. Determination of PIC that hearing be held

- 10.1 If PIC determines that a hearing shall be held, it shall notify the Council within 20 working days after the PIC meeting of the matters into which hearing is to be held.
- 10.2 Upon receipt of the recommendation for inquiry from PIC, the Council shall direct a secretariat officer to set up an ad hoc Inquiry Panel and coordinate any matters concerning the hearing within 20 working days. The secretariat officer can be a member of HKICP or any person employed by HKICP for such purpose. The secretariat officer shall not be a member of PIC or the Council.
- 10.3 The Council shall appoint either a legal practitioner registered under Legal Practitioners Ordinance (Cap. 159) or a Registrant of HKICP, who shall not be a Director, a member of the Council or PIC, to act for the Council (hereafter refer to as the Council Representative) in the hearing.
- 10.4 The Secretariat shall secure an expert witness, if required, and invite the expert witness to prepare an expert report for the hearing within 20 working days after the secretariat officer is directed to set up an ad hoc Inquiry Panel.
- 10.5 The Secretariat shall tidy up the case information and interview the complainant with a view to producing the witness statement, if required, within 30 working days after HKICP directs the Secretariat to set up the Inquiry Panel.
- 10.6 The Inquiry Panel shall be formed in accordance with 11.1, 11.2, and 11.3 and the hearing shall be held within 80 working days after the witness statement and the expert report are ready.
- 10.7 The Secretariat shall, within 15 working days after the date of hearing is fixed, serve the following on the respondent:
  - 10.7.1 A notice of hearing (Appendix 3), and
  - 10.7.2 A copy of this Document, and
  - 10.7.3 The documents related to the hearing.
- 10.8 A notice of hearing shall:
  - 10.8.1 In a case subject to 6.1.1 and/or 6.1.2 where the complaint is that the respondent has been convicted of criminal offence and/or guilty of professional misconduct, state in the form of a charge, which shall be formulated by the Secretariat, that the matters into which hearing is to be held;

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10.8.2 In any other case, state the allegation contained in the complaint; and

10.8.3 Specify the date, time and place at which the hearing is to be held.

10.9 A hearing shall not be held until 20 working days after the date of service of the notice of hearing unless the respondent consents in writing to holding it earlier.

10.10 Service of the notice of hearing on the respondent shall be by registered post addressed to the respondent's registered address last known to HKICP.

## 11. Inquiry Panel

11.1 The Inquiry Panel comprises 2 Registrants of HKICP drawn up from a pool of adjudication HKICP members, which shall be set up in accordance with Section 12, and one lay member from a pool of adjudication lay members, which shall be set up in accordance with Section 13. All members of the Inquiry Panel shall not be members of the Board of Directors, the Council or PIC.

11.2 The Chairperson of the Inquiry Panel shall be elected by and from among its members and shall hold office until the Inquiry Panel is dissolved.

## 12. Pool of adjudication HKICP members

12.1 HKICP shall maintain a pool of adjudication HKICP members for being drawn up to serve as members of the Inquiry Panel or the Appeal Panel.


12.2 To be qualified as an adjudication member, a person shall be:

12.2.1 A Registrant of HKICP, and

12.2.2 Having not less than 10 years of experience practicing as a clinical psychologist in Hong Kong, and

12.2.3 Nominated by one Registrant of HKICP and one Council member of HKICP to be an adjudication member, and

12.2.4 Appointed by the Council of HKICP.

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### **13. Pool of adjudication lay members**

13.1 HKICP shall maintain a pool of adjudication lay members for being drawn up to serve as members of the Inquiry Panel or the Appeal Panel.

13.2 To be qualified as an adjudication member, a person:-

13.2.1 shall not be a Clinical Psychologist by profession or a Registrant of HKICP, and

13.2.2 shall be nominated by one Registrant of HKICP and one Council member of HKICP to be an adjudication member, and

13.2.3 shall be appointed by the Council of HKICP.

### **14. Documents to be furnished by the respondent**

The respondent shall furnish the Secretariat, no less than 20 working days before the date of hearing or such lesser period as the Secretariat may determine, with one copy of all documents upon which they intend to rely at the hearing.

### **15. Documents to be available to each party at hearing**


The Secretariat shall send to the respondent, as the case may be, copies of any document that the Council Representative intends to rely at the hearing no less than 15 working days before the date of hearing.

### **16. Evidence**

16.1 Evidence may be taken by the Inquiry Panel by oral statement on oath or by written deposition or statement.

16.2 A summons to any person requiring that person to attend a hearing to give evidence shall be in accordance with a letter (Appendix 2).

16.3 The Inquiry Panel may refuse to admit the evidence of any deponent to a document who is not present for, or who refuses to submit to, cross-examination.

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## 17. Proceedings at the Inquiry Panel hearing

### 17.1 Record of proceedings

The proceedings of the inquiry panel shall be recorded and recorded in audio format only. The audio recording is restricted for internal reference of the Council, the Inquiry Panel and the Appeal Panel, and shall be destroyed after the case is closed.

### 17.2 Procedural guide of the Inquiry Panel hearing

- 17.2.1 The Inquiry Panel hearing shall be conducted in closed doors.
- 17.2.2 The Inquiry Panel hearing shall be conducted in either or both English and Chinese languages.
- 17.2.3 The Chairperson and members of the Inquiry Panel, and the Council Representative shall be present at the venue of hearing before the hearing begins.
- 17.2.4 The Chairperson of the Inquiry Panel (refer to as Chairperson hereafter in section 17.2) shall begin the hearing by introducing the members of the Inquiry Panel and the Council Representative.
- 17.2.5 If the respondent fails to attend in person before the hearing, the Inquiry Panel shall satisfy itself that the respondent was duly given notice thereof and has not shown good cause for the absence and if so satisfied may proceed in their absence and without further reference to the respondent.
- 17.2.6 If the respondent attends in person, the Chairperson shall ask the respondent whether they admit the allegation. Such admission should be unequivocal and from the respondent.
- 17.2.7 If the respondent admits the allegation, the Chairperson may proceed to hear any plea of mitigation from the respondent or their legal representative.
- 17.2.8 If the respondent does not admit the allegation, the Chairperson shall advise the respondent that later on in the proceedings they shall have the right to present the case.
- 17.2.9 The Chairperson shall invite the Council Representative to present the case and may adduce evidence in support of the case.

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17.2.10 The Chairperson shall then invite the respondent or their legal representative to present the case.

17.2.11 During the presentation of the Council's case and the respondent's case, every witness shall be examined by the party calling the witness and may then be cross-examined by the other party and only upon matters arising out of the cross-examination may be re-examined by the party calling the witness.

17.2.12 During the presentation of the Council's case or the respondent's case, the Chairperson or the members of the Inquiry Panel may put such questions to the parties or to any witness as the Chairperson or the members of the Inquiry Panel think desirable.

17.2.13 Both parties may make a closing submission with the respondent having the right to make the last words. When the Inquiry Panel has listened to all evidence adduced by the Council and/or the respondent, the Chairperson shall adjourn the hearing for a decision to a later time or date.

### 17.3 Notification of future hearing

17.3.1 Where the Chairperson decides to adjourn the hearing for a decision to a later date, the Inquiry Panel shall fix a date for such future hearing not more than 20 working days after the date of the last hearing. Not less than 10 working days before the fixed date for future meeting, the Inquiry Panel shall serve a notice specifying the date, time and place fixed for the meeting of the Inquiry Panel and inviting the respondent to appear at such hearing.


17.3.2 A notice under section 17.3.1 shall be served by registered post addressed to the respondent's registered address last known to HKICP.

### 17.4 Decision by the Inquiry Panel

17.4.1 The Inquiry Panel shall decide by a simple majority, whether the respondent has infringed any provision of the Code of Ethics of HKICP.

17.4.2 At the hearing of the Inquiry Panel, the Chairperson shall announce the Inquiry Panel's determination.

17.4.3 If the Inquiry Panel concludes that the respondent is confirmed with breach of the Code of Ethics, the Chairperson may proceed to hear any plea of mitigation from the respondent or their legal representative.

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17.4.4 The Chairperson shall close the hearing.

## 18. Making an order and reporting to the Council

- 18.1 The Inquiry Panel shall decide on the sanction. Depending on the severity of the breach, the sanction may consist of the imposition of one or combination of the following actions: warning, reprimand, requirement to take specific continuing professional education course(s), temporary or permanent removal from the Register of HKICP. In case where the sanction consists of temporary removal of the Registrant's name from the Register, the Inquiry Panel shall state the period of removal and the conditions, if applicable, that the Registrant has to satisfy before the Registrant may apply for reinstatement of their name to the Register of HKICP.
- 18.2 The Inquiry Panel shall forward a report, signed by all panel members, to the Council, stating its findings of facts, the reasons for the conclusion with dissenting view, if any, and its decision on the sanction for the Council's endorsement within 40 working days after the hearing.
- 18.3 The Council shall inform the complainant and the respondent of the conclusion to the hearing and the decision on the sanction, if applicable, by registered mail within 20 working days after receiving and endorsing the report from the Inquiry Panel.
- 18.4 The Council shall direct the Secretariat to dissolve the Inquiry Panel if the Council thinks appropriate after receiving the report from the Inquiry Panel.

## 19. Appeal


- 19.1 If the respondent is aggrieved by a decision of the Inquiry Panel, they may write to HKICP within 15 working days to appeal against the decision after the date of posting of the registered mail under section 18.3.
- 19.2 The secretariat shall issue an acknowledgement of receipt of appeal application to the complainant and forward the appeal application to the Board of Directors within 5 working days after receiving the appeal application.
- 19.3 Upon receipt of the appeal application, the Board of Directors shall direct a secretariat officer to set up an ad hoc Appeal Panel and coordinate any matters concerning the appeal within 20 working days.

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- 19.4 The Appeal Panel comprises 2 Registrants of HKICP drawn up from a standing roster of adjudicating HKICP members and one lay member drawn up from a standing roster of adjudicating lay members. All members of the Appeal Panel shall not be members of the Board of Directors, the Inquiry Panel, the Council or PIC.
- 19.5 The Appeal Panel shall meet and review the conclusion to the hearing and the decision on sanction made by the Inquiry Panel without hearing within 30 working days after the Appeal Panel was set up. The Appeal Panel may affirm, reverse, or vary the conclusion to the hearing and/or the decision on sanction made by the Inquiry Panel by simple majority. The decision of the Appeal Panel shall be final.
- 19.6 The Appeal Panel shall forward a report, signed by all panel members, to the Board of Directors, stating its conclusion with dissenting view, if any, and its decision for the Board's endorsement within 20 working days after the panel meeting.
- 19.7 The Board shall inform the Council, the complainant and the respondent of the decision of the Appeal Panel by registered mail within 20 working days after receiving and endorsing the report from the Appeal Panel.
- 19.8 The Board shall direct the Secretariat to dissolve the Appeal Panel if the Board thinks appropriate after receiving the report from the Appeal Panel.

## 20. Sanction

- 20.1 The Council shall update the register (see section 20.2), where appropriate, and implement the decision made by the Inquiry Panel or the Appeal Panel within 20 working days after the decision on the complaint is finalized.
- 20.2 The public shall be adequately informed of the decision through the webpage of HKICP in accordance with Section 7.2 of Policy on Handling of Complaints (Document No. HKICP-ECI-PO-005).

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## 21. Flowchart

A flowchart summarizing the procedures for handling a complaint against a registrant of HKICP is given in Appendix 5.

## 22. Register of complaints


The secretariat shall maintain and update a register of complaints received under section 5.1. The register shall document the information of all the complaints handled, in a form and format prescribed by the Council (Appendix 4).

## 23. Conflict of interest

- 23.1 All members of PIC, the Inquiry Panel, the Appeal Panel, the secretariat and the Council as well as the Secretariat shall observe the relevant rules and procedure stipulated in the Policy on Declaration and Handling of Conflict of Interest of HKICP (HKICP-ECI-PO-003). Any conflict of interest arisen during the handling procedures shall be reported to the Professional Council immediately for advice and documentation.
- 23.2 All personal information of the complainant shall be handled with care throughout the complaint handling procedure.

## 24. Reference Documents


- 24.1 Complaint investigation and disciplinary inquiry mechanism of the Medical Council of Hong Kong (n.d.). Retrieved 19 April 2016, from Legislative Council website, <https://www.legco.gov.hk/yr15-16/english/bc/bc54/papers/bc5420160419cb2-1363-1-e.pdf>. Accessed on 24 April, 2023.
- 24.2 Physiotherapists Board Hong Kong Disciplinary Procedures in Handling Complaints against Registered Physiotherapists (n.d.). Retrieved August 21, 2018, from Physiotherapists Board website, [http://www.smp-council.org.hk/pt/file/pdf/Complaints%20Handling%20Procedure%20\\_English%20Leaflet.pdf](http://www.smp-council.org.hk/pt/file/pdf/Complaints%20Handling%20Procedure%20_English%20Leaflet.pdf). Accessed on 24 April, 2023.
- 24.3 Procedures for Handling Complaints, the Appendix to the By-Laws of Hong Kong Psychological Society

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- 24.4 Social Worker Registration Board complaint form (n.d.). Retrieved August 21, 2018, from Social Worker Registration Board website, <https://www.swrb.org.hk/en/Content.asp?Uid=75>. Accessed on 24 April, 2023.

## 25. Attachments

- 25.1 **Appendix 1:** Hong Kong Institute of Clinical Psychologists Complaint Form (about Registrant)
- 25.2 **Appendix 2:** Letter to the Complainant
- 25.3 **Appendix 3:** Notice of Hearing
- 25.4 **Appendix 4:** Hong Kong Institute of Clinical Psychologists Complaint Register
- 25.5 **Appendix 5:** Flowchart of the procedures for handling a complaint against a registrant of HKICP

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## Appendix 1: Hong Kong Institute of Clinical Psychologists Complaint Form against Registrant

### 香港臨床心理學家公會 HONG KONG INSTITUTE OF CLINICAL PSYCHOLOGISTS

#### 投訴表格 (有關香港臨床心理學家公會) Complaint Form (About HKICP)

#### 注意事項 Notes

- (a) 此投訴表格乃根據香港臨床心理學家公會的《投訴香港臨床心理學家公會的處理程序》(文件編號: HKICP-ECI-PD-004) 第6條規定的指明表格。所有投訴須以此指定表格提出。  
This specified Complaint Form is prescribed under section 6 of the Procedures for Handling of Complaints against Hong Kong Institute of Clinical Psychologists (document code: HKICP-ECI-PD-004). All complaints must be lodged in this specified form.
- (b) 閣下須以正楷清晰地填妥投訴表格內各欄目，並提供正確無訛的資料。如此表格不敷應用，請將有關資料詳列於補充紙張，並隨投訴表格一併提交或透過電郵 [icp@icphk.org.hk](mailto:icp@icphk.org.hk) 提交電子文書檔案。  
You are required to fill in the various fields of the Complaint Form in a clear and legible manner and provide accurate and true information. You may add sheet(s) and attach it to this Form or submit an electronic word file via email [icp@icphk.org.hk](mailto:icp@icphk.org.hk) if the space of this form is insufficient.
- (c) 請於投訴表格提供閣下的個人資料。凡匿名、或投訴人的身份不能識別、或投訴人的下落不能追查、或投訴表格尚未填妥的投訴，香港臨床心理學家公會概不受理。  
Please provide your personal particulars in the Complaint Form. Hong Kong Institute of Clinical Psychologists shall not deal with any complaint that is made anonymously, or when the complainant cannot be identified or traced, or if the form is not duly completed.
- (d) 閣下所提供的資料，將只用於處理投訴程序上。所有資料絕對保密。  
The information provided will only be used in the processing of the complaint. The information will be kept in strict confidence.
- (e) 根據《投訴香港臨床心理學家公會的處理程序》(文件編號: HKICP-ECI-PD-004) 第8或9條的規定，閣下的投訴將呈交專業管理委員會作初步考慮。  
In accordance with Section 8 or 9 of the Procedures for Handling of Complaints against Hong Kong Institute of Clinical Psychologists (document code: HKICP-ECI-PD-004), your complaint will be submitted to the Professional Council for initial consideration.
- (f) 如閣下對填寫此表格有任何問題或需要協助，請電郵至 [icp@icphk.org.hk](mailto:icp@icphk.org.hk) 聯絡香港臨床心理學家公會辦事處。  
If you have any questions or need assistance in filling out this Form, please contact the office of Hong Kong Institute of Clinical Psychologists via [icp@icphk.org.hk](mailto:icp@icphk.org.hk).

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甲部: 投訴人資料

Part I: Particulars of Complainant

姓氏 (先生/小姐) \_\_\_\_\_ 名字 \_\_\_\_\_  
Surname (Mr./ Ms.) \_\_\_\_\_ Given Name \_\_\_\_\_

聯絡電話號碼 \_\_\_\_\_ 傳真號碼 (如有) \_\_\_\_\_  
Contact Phone No. \_\_\_\_\_ Fax. No. (if any) \_\_\_\_\_

電郵地址 (如有) \_\_\_\_\_  
Email Address (if any) \_\_\_\_\_

聯絡地址 Correspondence Address


\_\_\_\_\_

\_\_\_\_\_

乙部: 投訴內容

Part II: The Complaint

- 若閣下擬投訴香港臨床心理學家公會的職員或委員，請提供該職員或委員名字，以便跟進。  
If you complain about the conduct of a staff or a member of a committee / the Professional Council of HKICP, please provide the name of the staff or the member for our follow up.
- 閣下必須把投訴的內容分段填寫，並以數目字順序標示每一段落，每一段落應盡可能只包含一項投訴。若閣下 因將兩項或更多投訴事項放在同一段落之內，而引致香港臨床心理學家公會在處理該段投訴事項時有 任何遺漏，香港臨床心理學家公會概不負責。  
You must put down the content of the complaint in separate paragraphs and number the paragraphs consecutively. Each paragraph must so far as convenient contain one complaint only. Where there are two or more complaints incorporated in one single paragraph, Hong Kong Institute of Clinical Psychologists shall not be held responsible for any omission of dealing with more than one complaint in one paragraph.

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本人 現向香港臨床心理學家公會作出投訴，詳情如下：

I hereby lodge a complaint to Hong Kong Institute of Clinical Psychologists. Details of the complaint are as follows:


投訴事件發生的日期 (如適用) Date when the alleged incident being complained occurred, if applicable

投訴事件發生的地點(如適用) Place where the alleged incident being complained occurred, if applicable

主要投訴事項 Major issue(s) to complain

投訴事件的詳細始末 Details of the alleged incident being complained



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丙部：聲明及同意

Part III : Declaration and Consent

- 本人謹聲明上述資料正確無訛。  
I declare that the information provided by me in this form is true and correct to the best of my knowledge.
- 本人同意此投訴及所提供的資料，將交由香港臨床心理學家公會的专业管理委員會審閱，並在適當的情況下，將用於所有相關之投訴處理及 / 或紀律處分程序上。  
I agree that this complaint and the supportive information provided would be examined by the Professional Council of Hong Kong Institute of Clinical Psychologists and, where appropriate, would be used in all relevant complaint handling and/or disciplinary procedures.

投訴人姓名


Name of Complainant

投訴人簽署

Signature of Complainant

日期

Date

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## Appendix 2: Letter to the Complainant

[Date]

[Name]

[Correspondence Address]

Dear Mr./Ms. [Surname]:

### **RE: Inquiry Panel Hearing Regarding [insert name of person charged]**

Hong Kong Institute of Clinical Psychologists has received a charge based upon a written complaint against **[insert name of person charged]** alleging misconduct on **[insert date of incident]** at the **[insert the location]** toward **[insert name of complainant]**.

This letter is to notify you that, since your testimony is judged crucial, the Committee requires your presence at a hearing involving this incident to be held on **[insert date, time and place of hearing]**. If you are unable to appear at the hearing, please contact me to arrange for your testimony to be received by phone or by written statement.


Please be prepared to testify as to what occurred on the date in question. Please contact me if you have questions regarding this matter.

Yours sincerely,

[Name]

Secretariat

Hong Kong Institute of Clinical Psychologists

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## Appendix 3: Notice of Hearing

[Date]

[Name]

[Correspondence Address]

Dear Mr./Ms. [Surname]:

### RE: Inquiry Panel Hearing

I am writing to inform you that you are required to attend a disciplinary hearing at [PLACE] on [DATE] at [TIME]. The purpose of the hearing is to consider the following allegation of [misconduct] against you:

- [SET OUT FACTUAL ALLEGATION]

I enclose copies of relevant documents and statements from the investigation which may be used at the disciplinary hearing. [We intend to call the following witnesses to the hearing: [GIVE NAMES OF WITNESSES] OR We do not intend to call any witnesses to the hearing.] If you wish to call any relevant witnesses to the hearing please let us have their names as soon as possible and no later than [DATE]. If there are any further documents you wish to be considered at the hearing, please provide copies no later than [DATE].

The hearing will be held in accordance with the *Procedures for Handling of Complaints against Registrants of Hong Kong Institute of Clinical Psychologists* which is attached. If you are confirmed of breaching the Code of Ethics of HKICP, we may decide to [impose one or combination of the following actions: warning, reprimand, requirement to take specific continuing professional education course(s), temporary or permanent removal from the Register of HKICP].


Yours sincerely,

[Name]

Secretariat

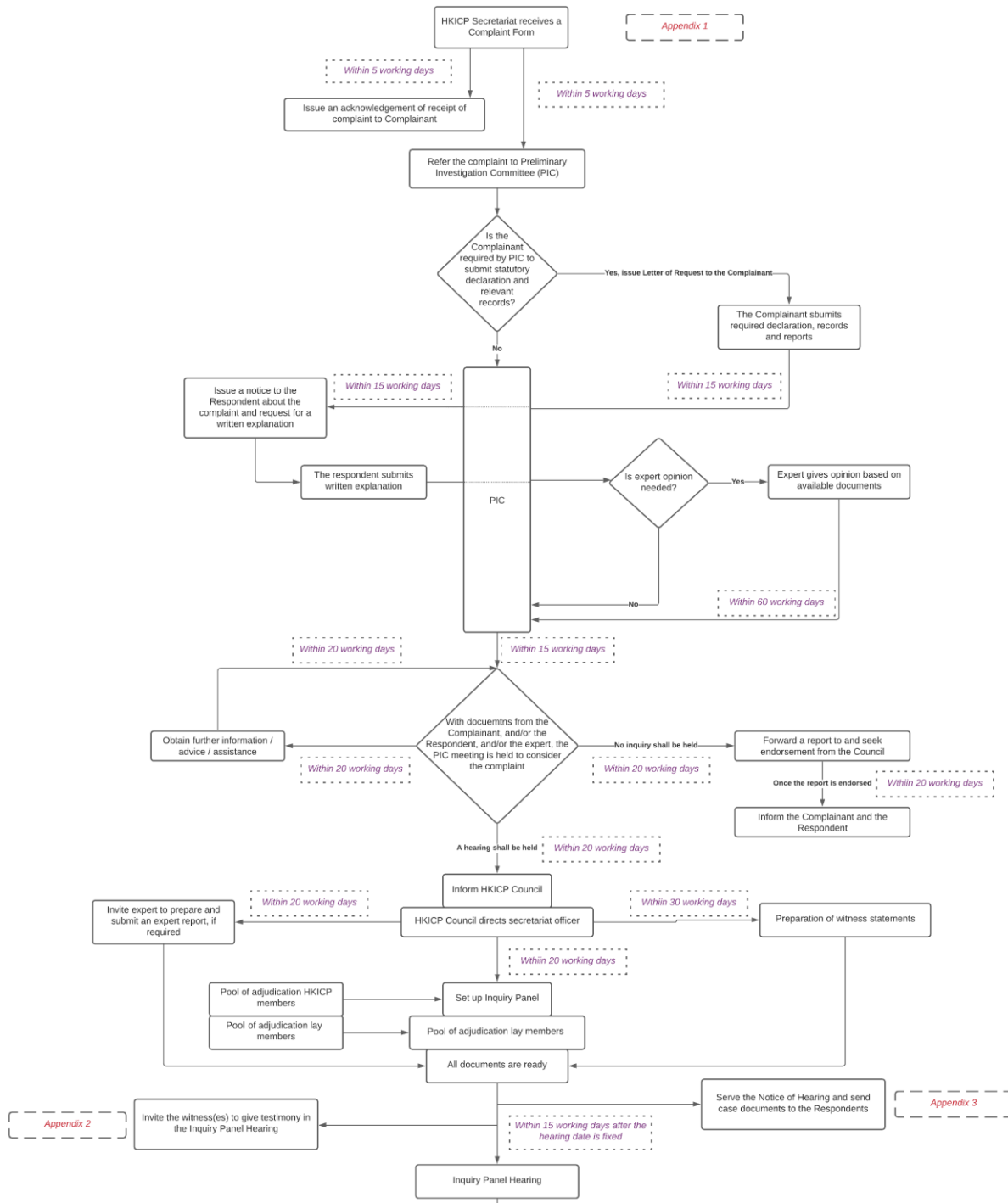
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## Appendix 5

# Flowchart of Handling Complaints Against Registrants of Hong Kong Institute of Clinical Psychologists



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