

# Complaints Procedure under section 29(2) of the Estate Agents Ordinance

## 1. Enquiry Stage

Receipt of complaint letter/complaint form

Preliminary Assessment

Opening of complaint file and inviting complainant to provide a statement detailing his version of events

require complainant to provide missing information

- complaint does not fall within EAA's jurisdiction  
- complainant cannot provide sufficient supporting documents

Close of Enquiry File

provide a written response to complainant upon receipt of sufficient supporting documents, confirming commencement of investigation

## 2. Investigation Stage

Complaint Investigation Procedure (include inviting complaine to respond to the allegations, making enquiries to witness(es) and investigating suspected non-compliances revealed in the course of investigation etc.)

inform complainant and complaine of the investigation progress in writing every three months

Outcome of Investigation: all/some allegations classified as "with prima facie evidence"

Outcome of Investigation: all allegations classified as "without prima facie evidence"

inform complainant and complaine of the outcome of investigation in writing

## 3. Follow-up Action Stage

refer to other law enforcement agencies for further action

refer to EAA's Disciplinary Proceedings Section for further action

(the case may be returned to EAA's Complaints Section to collect further evidence)

- complainant withdraws complaint or his information provided is insufficient for EAA to pursue the case

- case curtailed as the complaint matter is being or about to be investigated by other law enforcement agencies, or tried or litigated, or for other reasons

Inquiry Hearing/  
New Scheme for Disciplinary Cases

Close of Complaint File

inform complainant and (if applicable) complaine of the close of complaint file and the outcome of the case