

The Hong Kong Professional Counselling Association

Ethical Complaint Handling Panel (ECHP) *under Membership and Professional Standards Committee, MPSC*

Complaint Form

*Important Reminder:

Complaints against Professional Members (including Certified Counsellor and Approved Counselling Supervisors) who cannot be identified or individuals who are not Professional Members will not be accepted. To verify this, it is highly recommended to check in the List of Certified Counsellor or List of Approved Counselling Supervisors under our official website before filling this form.

List of Certified Counsellor:

<https://www.hkpc.org.hk/certification/hkpc-certified-counsellors-list/>

List of Approved Counselling Supervisor

<https://www.hkpc.org.hk/certification/hkpc-approved-supervisors-list/>

To make a complaint, please complete this form and mail to HKPCA at the address provided at the end of the form.

Anyone who would like to talk to someone about the conduct of a Certified Counselor/Approved Counselling Supervisor (who **MUST BE** HKPCA current professional member) or about the complaints procedure before lodging a formal complaint, please contact the Executive Secretary by writing to HKPCA, or phone to 852-2334 7172.

A. PERSON FILING THE COMPLAINT *(Anonymous complaints will not be accepted)

*First Name in English: _____ Last Name in English: _____

Chinese Name if any: _____

HKPCA Membership no. _____ (if any)

Address: _____

Contact Phone no.: _____ Email: _____

B. CLIENT INFORMATION (if different from person filing the complaint)

First Name in English: _____

Last Name in English: _____

Chinese Name if any: _____

Address: _____

Phone: _____

Email: _____

Note: If a complaint is filed on behalf of another individual, the Ethical Complaint Handling Panel (ECHP) shall require that person to provide consent to access his/her personal information related to the complaint.

C. PROFESSIONAL MEMBER AGAINST WHOM THE COMPLAINT IS BEING MADE

First Name in English: _____ Last Name in English: _____

Chinese Name if any: _____

*HKPCA Membership no. _____ (*must fill in)

*Registered Professional Membership No. (e.g. 2013-xxx and APxxx) _____
(* must fill in)

Phone: _____ Email: _____

Occupation: _____

Working Organization: _____

D. DETAILS OF COMPLAINT

D1. Please provide the following details relevant to the complaint:

When did the incident(s) occur?

Date: _____ (dd/mm/yyyy)

Time/duration: _____

Where did the incident(s) occur? _____

No. of person(s) involved: _____ (include witnesses IF ANY)

D2. Description of the circumstances from which the complaint has arisen:

If additional space is required, separate sheets may be attached.

D3. Based on the information you provided, list the complaint(s) regarding the Member's conduct (refer to HKPCA latest Code of Ethics on website).

** If multiple complaints are made, please attach a separate sheet.

D4. Additional materials or documents that are relevant to the complaint can be provided to the ECHP. Indicate how each document relates to the complaint.

Has the incident been reported to anyone else or other authority (i.e. police; Member's employer)?

Yes _____

No _____

If yes, when was the incident reported and to whom? _____ (dd/mm/yy); _____

What was the outcome of the reporting? _____

Have any actions been taken to resolve this matter? If so, what are they? _____

E. ACKNOWLEDGEMENT AND SIGNATURE

Must tick if you agree below statement. Thank you.

☐ I understand that HKPCA The Ethical Complaint Handling Panel, (EHP) may obtain my relevant personal information from me as part of the investigation. EHP may share with the Professional Member BEING complained against information and documents obtained from me and other parties.

☐ I understand that if the complaint is referred to the Ethical Complaint Handling Panel, personal and other information collected during the investigation must be disclosed to the EHP Members and may be disclosed during a hearing within the HKPCA Council.

The duration for handling the complaint is usually seven months.

The decision of the HKPCA Council shall be final after an appeal, if any.

Name in Print: _____

Signature: _____

Date of Complaint Filed: (dd/mm/yyyy)_____

Any questions regarding the collection or use of the above information should be directed to the Ethical Complaint Handling Panel.

Please post or email the signed Complaint Form with related supporting documents to:

ADDRESS: The Executive Secretary, HKPCA, Rm 1601, 16/F, Chow Tai Fook Commercial Centre, 580A, Nathan Road, Mong Kok, Kowloon, Hong Kong, Hong Kong. Attention: ECP chairperson

Tel: 852-2334 7172

Email: enquiry@hkpca.org.hk

website: www.hkpca.org.hk