



## 投訴處理公眾承諾聲明

中國香港體適能總會致力秉持最高標準的誠信、透明及問責精神。為此，本會現就處理投訴及不當行為舉報事宜，作出以下公眾承諾：

### 1. 嚴格保密

本會接獲的所有投訴及不當行為舉報，將以嚴格保密的方式處理。舉報者的身份及所提供的所有資料，將在法律允許的範圍內全程保密，僅按嚴格「需知」原則向獲授權人員披露，以便進行調查及跟進。

### 2. 保障舉報者

本會對報復行為採取零容忍政策。任何真誠作出投訴或舉報的人士，均不會因此遭受任何形式的騷擾、迫害、歧視或不公平對待。對舉報者作出的任何報復行為，將被視為嚴重紀律違規事項處理。

### 3. 公平公正處理

所有投訴將以公平、客觀及迅速的方式處理。如投訴涉及本會高級管理人員（如董事、執行委員或行政總監），相關人士將避免介入處理有關投訴，以確保公正性。

### 4. 避免利益衝突

參與投訴處理的人員須申報任何實際或潛在的利益衝突，並在有需要時迴避相關程序，以維護調查的公正性。

### 5. 持續改進承諾

本會將定期檢討投訴處理機制，確保其有效性及符合最佳實務標準。

中國香港體適能總會鼓勵任何人士如發現可疑的不當行為或違規情況，放心作出舉報，本會定必嚴肅處理，並以最高度的審慎及公平原則跟進。



## **Public Statement of Commitment on Complaint Handling**

Physical Fitness Association of Hong Kong, China (HKPFA) is committed to upholding the highest standards of integrity, transparency and accountability. In furtherance of this commitment, we hereby make the following public statement regarding the handling of complaints and reports of misdeeds:

### **1. Strict Confidentiality**

All complaints and reports of misdeeds received by the Association will be handled in strict confidence. The identity of the complainant, as well as all information provided, will be kept confidential to the fullest extent permitted by law and disclosed only to authorized personnel on a strict need-to-know basis for the purpose of investigation and follow-up.

### **2. Protection of Complainants**

The Association adopts a zero-tolerance policy against retaliation. No complainant will be subjected to any form of harassment, victimisation, discrimination or adverse treatment as a result of filing a complaint or report in good faith. Any act of retaliation against a complainant will be treated as a serious disciplinary offence.

### **3. Fair and Impartial Handling**

All complaints will be handled fairly, objectively and promptly. Where a complaint involves senior management personnel of the Association (such as Directors, Executive Committee Members or the Executive Director), the relevant persons will refrain from intervening in the handling of the complaint to ensure impartiality.

### **4. No Conflict of Interest**

Personnel involved in complaint handling shall declare any actual or potential conflict of interests and, where necessary, recuse themselves from the process to maintain the integrity of the investigation.

### **5. Commitment to Continuous Improvement**

The Association will regularly review its complaint handling mechanism to ensure its effectiveness and alignment with best practices.

Physical Fitness Association of Hong Kong, China encourages all persons to report any suspected misconduct or irregularities with confidence, knowing that their concerns will be taken seriously and handled with the utmost discretion and fairness.