

**Drainage Services Department  
Performance-related Complaint Register**

First date of receipt by the Department	Date of receipt by the Division	File Ref.	Format of complaint (Please tick)		Channel of complaint (see Note 1)	Brief account of the complaint	Details of actions taken			
			Verbal	Written			Complaints transferred to and on	Interim reply sent on (Note 2)	Full reply to complainant sent on	Follow-up action required (please specify)

**Note 1:**

- CE - Chief Executive's Office
- CS - Chief Secretary for Administration's Office
- OB - The Ombudsman
- LC - Legislative Council
- A - Anonymous
- PB - Policy Bureaux
- DB - District Boards
- ICAC - Independent Commission Against Corruption
- M - Mass media
- O - Other departments/organizations (please specify)

**Note 2:**

An interim reply should be sent to the complainant if a full reply cannot be made within 10 calendar days or before the specified deadline. The interim reply should explain the reasons for the delay and give an indication of whom to contact if the complainant wishes to check progress.

**Drainage Services Department**  
**Return on Performance-related Complaints for the month of \_\_\_\_\_**

To: ADS/GA2 (Fax: 2827 8605)

From: \_\_\_\_\_ (HQs/Branch/Division)

First date of receipt by the Department	Date of receipt by the Division	Format of complaint (Please tick)		Channel of complaint (see Note 1)	Brief account of the complaint	Details of actions taken		Status of follow-up action: C - completed I - in progress (Note 3)
		Verbal	Written			Interim reply sent on (Note 2)	Full reply to complainant sent on	

**Note 1:**

- CE - Chief Executive's Office
- CS - Chief Secretary for Administration's Office
- OB - The Ombudsman
- LC - Legislative Council
- A - Anonymous

- PB - Policy Bureaux
- DB - District Boards
- ICAC - Independent Commission Against Corruption
- M - Mass media
- O - Other departments/organizations (please specify)

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Post: \_\_\_\_\_

Date: \_\_\_\_\_

**Note 2:**

An interim reply should be sent to the complainant if a full reply cannot be made within 10 calendar days or before the specified deadline.

The interim reply should explain the reasons for the delay and give an indication of whom to contact if the complainant wishes to check progress.

**Note 3:**

All in progress complaints reported in the current period should be repeated in the following monthly returns until their follow-up actions are completed.