

Complaints Against MPFA / MPFA Staff



Before completing this form, please read the “Notes on Filing a Complaint” on the second page of this form.

Complainant Particulars (*Required)			
English Name* (As shown on HKID/passport)	(Mr / Mrs / Miss / Ms)		
Chinese Name (As shown on HKID/passport)	(先生/太太/小姐/女士)		
Postal or Email Address*			
Daytime Contact Number*			
Complaint Target			
Name of Department / Staff			
Case Number (If applicable)			
Complaint Details (Please use separate paper if required.)			
Please describe details of the incidents causing your dissatisfaction against our department / staff and provide copies of relevant supporting documents (if any).			
Based on the above incidents, please provide your specific allegations against our department / staff:			
Declaration and Signature by Complainant			
I declare that I have read and understand the “Notes on Filing a Complaint” on the second page of this form.			
Complainant’s Signature		Date	
Official use only		Form CF_SF_E (1802)	

Notes on Filing a Complaint

- (1) Any person who is affected by the way MPFA or its staff has/have carried out (or failed to carry out) its/their duties may file a complaint.
- (2) Please file your complaint within one year from the occurrence of the incidents causing your dissatisfaction. If you are unable to file a complaint within such time, please provide reasonable grounds for our consideration of accepting your complaint.
- (3) Please complete the form and return with supporting documents (if any) to us by:

Post: Level 8, Tower 1, Kowloon Commerce Centre, 51 Kwai Cheong Road, Kwai Chung, Hong Kong (MPFA Customer Services Department – Complaint)*
Email: complaint@mpfa.org.hk
Fax: **2259 8300**

*The MPFA will not accept underpaid mail which will be returned to the sender or disposed of by the Hongkong Post. Please affix sufficient postage.

- (4) If you need assistance in completing the form, you may contact MPFA's hotline 2918 0102 to make an appointment to visit our office so that our staff may assist you in filing a complaint.
- (5) For complaints lodged by an authorized person on behalf of the affected person or the affected company/organization, the authorization must be made by the latter in writing. You may download the Authorization Form via the following links.

Authorization by affected person: [download form](#)

Authorization by affected company/organization: [download form](#)

- (6) Submitted form and copies of supporting documents will not be returned.
- (7) Upon receipt of your complaint, we will acknowledge receipt in writing within 3 working days and reply you in writing after investigation.
- (8) If the required information is not provided in the form or is inaccurate or incomplete, MPFA may not be able to fully investigate your complaint, or may even be unable to handle and respond to your complaint.
- (9) You may be required to produce or submit proof of identity, such as your Hong Kong Identity Card or passport number/copy, to MPFA to facilitate the verification of your identity, when necessary.
- (10) The personal data you have provided in lodging a complaint to MPFA will be used to follow up your complaint. The personal data will only be used for the aforesaid purpose or where permitted by law. If your personal data are required to be disclosed or transferred to third parties, prior consent will be obtained from you.
- (11) You are entitled under the Personal Data (Privacy) Ordinance to ascertain whether MPFA holds personal data relating to you, and to request access to or to request the correction of any personal data relating to you held by MPFA, in the manner and subject to the limitations prescribed therein. All enquiries should be directed in writing to the Personal Data Privacy Officer of the Mandatory Provident Fund Schemes Authority at Level 8, Tower I, Kowloon Commerce Centre, 51 Kwai Cheong Road, Kwai Chung, New Territories, Hong Kong.

Mandatory Provident Fund Schemes Authority
February 2018