

樹木管理人員註冊制度
Registration Scheme for Tree Management Personnel

投訴表格
Complaint Form

投訴人須知

Notes to Complainants

1. 註冊樹木管理人員在提供樹藝服務時應遵守註冊樹木管理人員的行為守則¹，投訴人如投訴註冊樹木管理人員的行為，可填妥本投訴表格向發展局綠化、園境及樹木管理組樹木管理人員註冊小組（下稱「註冊小組」）作出投訴。
Registered tree management personnel are expected to deliver arboriculture services in compliance with the Code of Conduct¹ of registered tree management personnel. Complainant may lodge a complaint about the conduct of registered tree management personnel to the Tree Management Personnel Registration Unit (“Registration Unit”) of the Greening, Landscape and Tree Management Section of Development Bureau (“DEVB”) by completing this Complaint Form.
2. 請按照相關指示及投訴人須知填妥此投訴表格，以專人送遞或郵寄方式向發展局綠化、園境及樹木管理組樹木管理人員註冊小組遞交，地址為香港添馬添美道二號政府總部西翼十六樓。投訴人亦可以經註冊制度網站 (https://www.greening.gov.hk/rstmp/tc/forms_notes/index.html)的電子表格在網上遞交投訴表格及上載文件及資料的電子副本。
The Complaint Form must be completed in full in accordance with the specified instructions as set out in the Complaint Form and “Notes to Complainant” and submitted to the Registration Unit of the Greening, Landscape and Tree Management Section of Development Bureau by hand or by post to 16/F, West Wing, Central Government Offices, 2 Tim Mei Avenue, Tamar, Hong Kong. Complaints may also submit the Complaint via the internet using the e-form available in the registration website (https://www.greening.gov.hk/rstmp/en/forms_notes/index.html) and upload digital copies of the documents and materials.
3. 如屬以下情況，註冊小組可拒絕投訴人提交的投訴—
The Registration Unit shall refuse a complaint lodged by a complainant if –

¹ 有關註冊樹木管理人員的行為守則，請瀏覽樹木管理人員註冊制度的網站
https://www.greening.gov.hk/rstmp/tc/code_conduct/index.html

¹ For the Code of Conduct of registered tree management personnel, please visit the website of the Registration Scheme for Tree Management Personnel at https://www.greening.gov.hk/rstmp/en/code_conduct/index.html

- (a) 該投訴屬匿名投訴；
the complaint is made anonymously;
- (b) 投訴人的身分不能確定，或投訴人無法聯絡；
the complainant cannot be identified or traced;
- (c) 註冊小組合理地要求關乎該投訴的任何資料或詳情，而投訴人不予提供；
the complainant fails to provide any information or particulars at the reasonable request of the Registration Unit in relation to the complaint;
- (d) 遭投訴的人士已不再是註冊人員，或不是註冊人員；
the personnel being complained of is no longer a registered personnel, or is not a registered personnel;
- (e) 註冊小組曾拒絕向紀律小組轉呈對註冊人員的該投訴，或曾拒絕向紀律小組轉呈對註冊人員在相當程度上性質相類似的投訴；
the Registration Unit has previously refused to refer the complaint against the registered personnel, or a complaint of a substantially similar nature against the registered personnel, to the Disciplinary Panel;
- (f) 紀律小組已處理該投訴，或曾處理在相當程度上性質相類似的投訴，並決定遭投訴的註冊人員並沒有涉嫌違規行為；或
the complaint, or a complaint of a substantially similar in nature, has previously been disposed of by the Disciplinary Panel, who decided that the registered personnel being complained of did not commit the alleged breach of Code of Conduct; or
- (g) 在顧及該個案的整體情況下—
having regard to all circumstances of the case –
 - (i) 註冊小組信納，按表面證據該投訴不成立，及／或與行為守則不相關；
the Registration Unit is satisfied that on its face no case and / or no relevancy of Code of Conduct has been shown for the complaint;
 - (ii) 註冊小組信納，該投訴是瑣屑無聊或無理取鬧的，或不是真誠地提出的；
the Registration Unit is satisfied that the complaint is frivolous or vexatious or not made in good faith; or
 - (iii) 註冊小組因任何其他原因而信納，將該投訴轉呈紀律小組是不必要的。

the Registration Unit is satisfied for any other reason that referring the complaint to the Disciplinary Panel is unnecessary.

4. 在向註冊小組遞交投訴表格之前，應在表格上簽署及填上日期。
The Complaint Form should be signed and dated before submitting to the Registration Unit.
5. 如空位不敷應用，請另加紙張填寫，並應在每一頁增添的紙張上簽署及填上日期，與申請表一併遞交。
If space is insufficient, please attach additional sheet(s) which should each be signed and dated by the complainant and handed in with the Complaint Form.
6. 請用黑色或深藍色原子筆，以正楷填寫本表格。
Please complete all items in BLOCK letters with a blue or black ball pen.
7. 投訴人所提供的資料，將用於處理註冊樹木管理人員涉嫌違規行為的投訴及有關的紀律研訊事宜上。
The information provided will be used in the processing of the complaint and in the conduct of inquiry of an alleged breach of code of conduct of registered tree management personnel.
8. 註冊小組的紀律研訊程序並不能作為向註冊樹木管理人員追討退款或賠償的途徑。退款或賠償申索需要透過法律程序提出，你應該向你的律師索取相關事宜的建議。
The disciplinary procedures of the Registration Unit cannot be used as a means for obtaining refunds or compensation from the registered tree management personnel. Claims for refunds or compensation have to be made through legal proceedings, for which you should seek advice from your own lawyer.
9. 若註冊小組決定拒絕向紀律小組轉呈你的投訴，註冊小組會以書面通知有關決定和理由。
If the Registration Unit decides to refuse to refer to the Disciplinary Panel a complaint submitted to the Registration Unit, the Registration Unit shall notify the complainant in writing of the fact and the reasons for the decision.
10. 註冊小組會以通訊處理大部分的投訴，然而在必要的情況下，你會被邀請作為證人出席研訊。如你拒絕出席研訊，註冊小組會因此難以處理你的投訴。
The Registration Unit shall try to deal with most complaints through correspondence but, if it becomes necessary, you shall be invited to be a witness at an inquiry. If you refuse to attend an inquiry, the Registration Unit shall be unable to process your complaint.

11. 投訴人應保留一份填妥的投訴表格副本，以備參考。
Complainants should keep a copy of the completed Complaint Form for reference.

12. 註冊小組會在收到投訴表格後的 10 個曆日內發出收妥投訴確認通知書。如投訴屬上文第 3(a)至(g)項的情況，註冊小組一般會在收到投訴表格後的兩個月內有決定。如投訴並非屬上文第 3(a)至(g)項的情況，註冊小組會把投訴轉介紀律小組召開會議及／或紀律研訊，並一般會在收到投訴表格後的 4 個月內完成處理投訴個案。
The Registration Unit will issue acknowledgement letter to the complainant within 10 calendar days upon receipt of the Complaint Form. If the complaint falls under the reason(s) in items 3(a) to (g) above, the Registration Unit will have a decision within two months upon receipt of the Complaint Form. If the complaint does not fall under the reason(s) in items 3(a) to (g) above, the Registration Unit will refer the complaint to the Disciplinary Panel for convening a meeting and /or inquiry hearing and the complaint will normally be completed within four months upon receipt of the complaint.

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投訴表格
Complaint Form

A. 投訴人個人資料 Personal Particulars of Complainant

主要提出投訴人士 Principal Complainant

(1) 姓名： Name:	(英文) (English)	(中文) (Chinese)
(2) 性別 Gender: 男 Male <input type="checkbox"/> 女 Female <input type="checkbox"/>		
(3) 通訊地址 Correspondence Address:		
(4) 電話號碼： Telephone No.:	(手機) (Mobile)	(辦公室) (Office)
(5) Email Address: 電郵地址：		

其他提出投訴人士 Other Complainants

(如空位不敷應用，請另加紙張填寫，並應在每一頁增添的紙張上簽署及填上日期，與投訴表格一併遞交。 If space is insufficient, please attach additional sheet(s) which should each be signed and dated by the complainant and handed in also with the Complaint Form.)

(1) 姓名： Name:	(英文) (English)	(中文) (Chinese)
(2) 性別 Gender：男 Male <input type="checkbox"/> 女 Female <input type="checkbox"/>		
(3) 通訊地址 Correspondence Address：		
(4) 電話號碼： Telephone No.:	(手機) (Mobile)	(辦公室) (Office)
(5) Email Address: 電郵地址：		

B. 被投訴註冊人士資料 Particulars of Registered Personnel Being Complained Against

若被投訴註冊人士多於一位，請於以下被投訴註冊人士(2)及(3)的位置上提供其他被投訴的註冊人士的資料。

If there is more than one registered personnel being complained against, please provide particulars of other registered personnel in Registered Personnel (2) and (3) Being Complained Against below.

被投訴註冊人士(1) Registered Personnel (1) Being Complained Against	
姓名： Name of Registered Personnel:	
註冊編號： Registration Number of Registered Personnel:	
任職的機構/公司： Name of the Organisation / Company Work:	

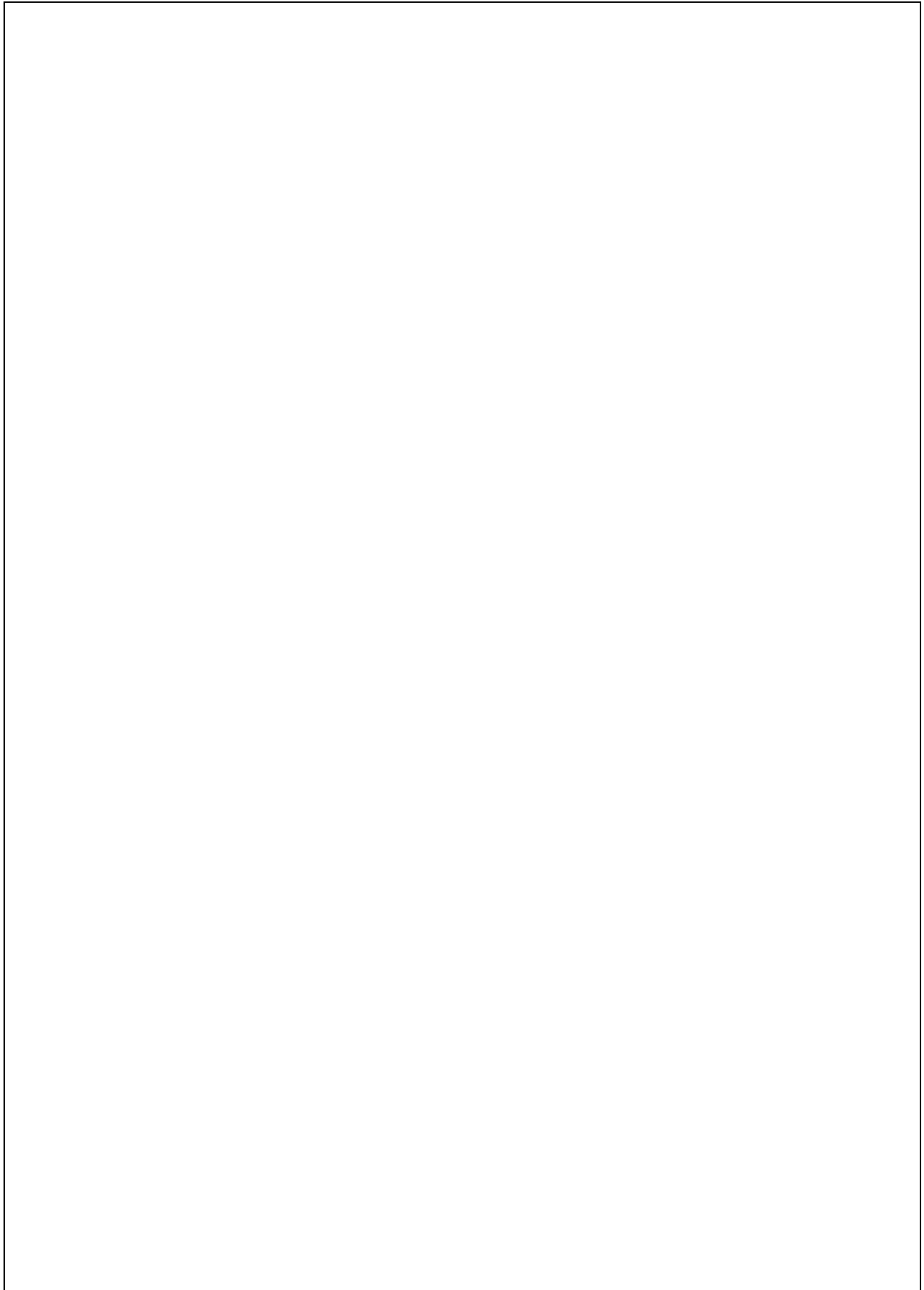
被投訴註冊人士(2) Registered Personnel (2) Being Complained Against	
姓名： Name of Registered Personnel:	
註冊編號： Registration Number of Registered Personnel:	
任職的機構/公司： Name of the Organisation / Company Work:	

被投訴註冊人士(3) Registered Personnel (3) Being Complained Against	
姓名： Name of Registered Personnel:	
註冊編號： Registration Number of Registered Personnel:	
任職的機構/公司： Name of the Organisation / Company Work:	

C. 投訴內容 Details of the Complaint

請說明你的投訴，若有可能，請述明事件的確實情況；以及事發日期及時間。

Please describe your complaint and, if possible include exactly what happened; and the date(s) and time(s) on which it happened.

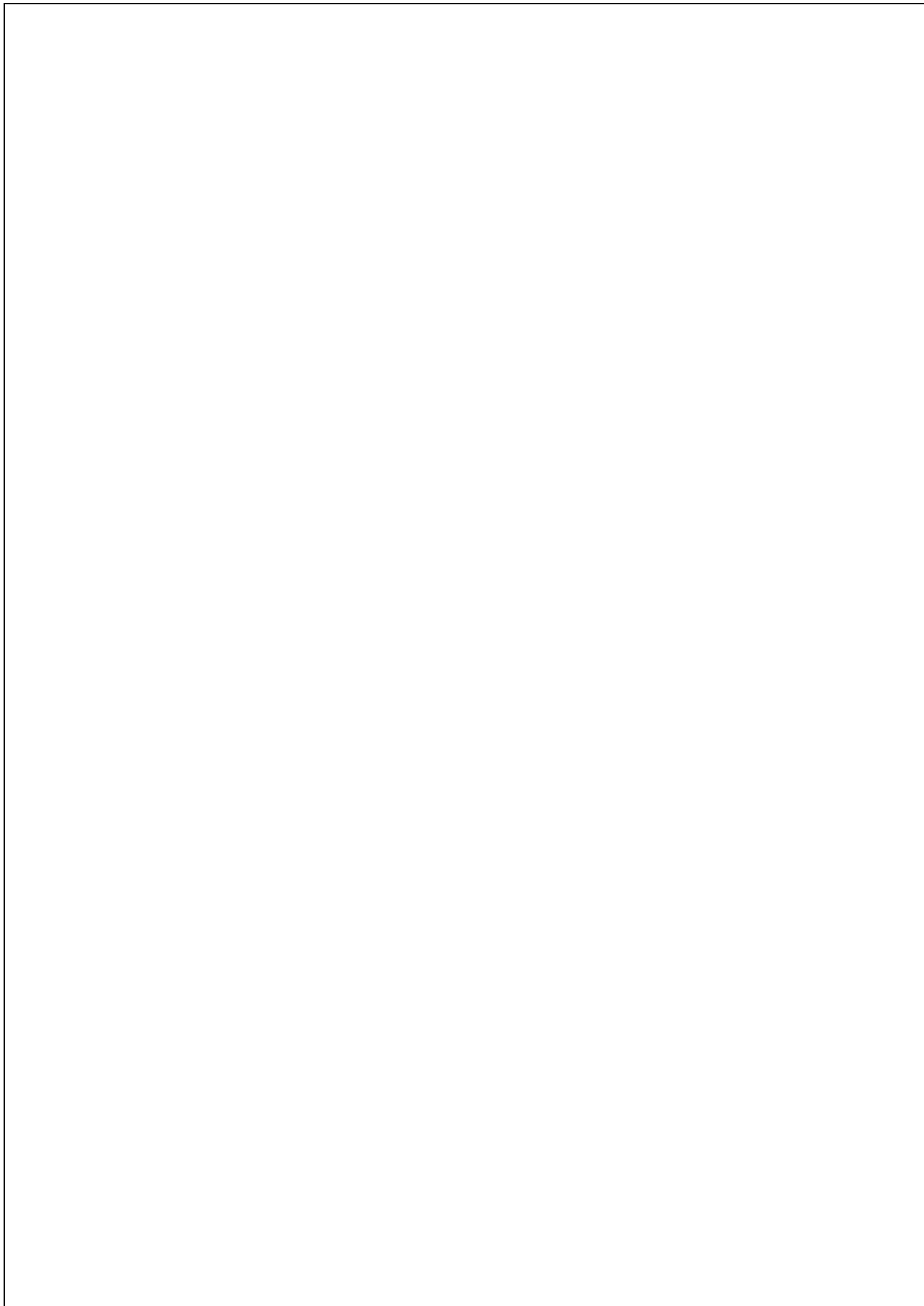


D. 投訴人提供的證據、文件及其他支持投訴的資料

Details of the Evidence and Documents in Support of the Complaint

請把有關資料及補充文件的副本與投訴表格一併提交。若是可以的話，請呈交圖片為證。亦請指明有沒有第三者曾目睹你所投訴的事項，如有，請在下面列出目擊者的名字及聯絡資料，以及他們如何涉及在事件之中。

Please provide a copy of the relevant evidence and supporting documents together with the Complaint Form. If possible, please provide the digital records as evidence. Please also state if there are any other person(s) who had witnessed the matters involved in your complaint. If so, please give the name(s) and contact details of witness(es) below and how they were involved in the case.



E. 個人資料收集聲明 Personal Information Collection Statement

發展局綠化、園境及樹木管理組（下稱「管理組」）及其代理人將使用本投訴表格中收集的個人資料，作下列一項或多項涉及管理組活動的用途：

The personal data collected in this Complaint Form shall be used by the Greening, Landscape and Tree Management Section (“GLTMS”) of the Development Bureau for one or more of the following purposes related to the activities of the GLTMS:

- (i) 處理你的投訴；
processing your complaint;
- (ii) 方便政府及紀律小組與你通訊；及
facilitating communication among the Government, the Disciplinary Panel and yourself; and
- (iii) 作法律規定、授權或准許的用途。
any other purposes as may be required, authorized or permitted by law.

如未經你同意，管理組不會將你的個人資料轉交予任何第三方。簽署本聲明，即表示你已同意在上述(i)至(iii)的情況下，管理組可將你的個人資料轉交予與本投訴相關的單位。

The GLTMS shall not transfer your personal data to any third parties without your prior consent. By signing this Statement, you are deemed to have given prior consent to any transfer of your personal data by the GLTMS to entities which are relevant to the processing of your complaint set out in (i) to (iii) above.

如決定向紀律小組轉呈你的投訴，你提供和投訴相關的資料會抄送遭投訴的樹木管理註冊人員，以便作出答辯。假如你不同意我們披露有關資料，我們將因此難以處理你的投訴。

If a decision is made to refer the Complaint to the Disciplinary Panel, the information relating to the complaint provided by you shall be copied to the registered tree management personnel being complained for making defence(s). If you do not give your consent to us to disclose the information, we shall be unable to process your complaint.

你必須向管理組提供你的個人資料。如果你未能提供完整的資料，管理組和紀律小組將無法處理及/或考慮你的投訴。

It is obligatory for you to supply the GLTMS with your personal data. The GLTMS or the Disciplinary Panel shall be unable to process and/or consider your complaint if you do not provide complete information.

除《個人資料（私隱）條例》（第 486 章）豁免外，你有權要求查閱你的個人資料及更正未被刪除的個人資料。如欲查閱或更正個人資料，請以書面方式寄信至香港添馬添美道 2 號政府總部西翼 16 樓發展局綠化、園境及樹木管理組樹木管理人員註冊小組。

Except where there is exemption provided under the Personal Data (Privacy) Ordinance (Cap. 486), you have the right to request access to and correction of your personal data provided in this

Complaint Form when the data have not been erased. If you wish to do so, please write to the **Tree Management Personnel Registration Unit, Greening, Landscape and Tree Management Section, Development Bureau**, 16/F, West Wing, Central Government Offices, 2 Tim Mei Avenue, Tamar, Hong Kong.

F. 查詢 Enquiries

有關查詢，請以電郵 (rstmp@devb.gov.hk)或電話(2848 2334)方式與管理組的樹木管理人員註冊小組聯絡。此外，投訴人如欲索取更多資料，請瀏覽樹木管理人員註冊制度的網站 <https://www.greening.gov.hk/rstmp/tc/home/index.html>

For enquiries, please contact the Tree Management Personnel Registration Unit of the GLTMS at rstmp@devb.gov.hk or 2848 2334. Alternatively, complainants may visit the website of the Registration Scheme for Tree Management Personnel at <https://www.greening.gov.hk/rstmp/en/home/index.html> for more information.

G. Declaration 聲明書

本人聲明—

I declare that –

- (i) 本人已閱讀和完全明白「投訴人須知」及投訴表格的內容。本人接受和同意遵循投訴處理相關的規定及條款；

I have read and fully understood the contents of the “Notes to Complainants” and this Complaint Form. I accept and agree to abide by the rules and terms related to the processing of the complaint;

- (ii) 本人已閱讀和明白上文 E 部份個人資料收集聲明所載的內容；

I have read and understood the contents of the above Personal Information Collection Statement in Part E;

- (iii) 本人明白和同意發展局可使用本人的個人資料處理及/或考慮投訴，或因法例授權和規定而披露有關資料；及

I understand and agree that the Development Bureau shall use my personal data for the purpose of processing and / or considering the complaint or where such disclosure is authorised and required by the law; and

- (iv) 就本人所知所信，在此表格以及所有附件所提供的資料均屬真確，並無遺漏。

The information provided in this form and in any documents attached is true, correct and complete to the best of my knowledge.

投訴人姓名(以正楷填寫)
Name of Complainant
(in **BLOCK** letters)

投訴人簽署
Signature of Complainant

日期 **Date**
(日 **dd** -月 **mm** -
年 **yyyy**)