

The Code of Practice of the Jewellery Retail Industry
Complaints Review Committee-Complaint Form

File No.: _____

Particulars of complaint:

Name: (Mr. / Ms. / Miss) # _____

(Please provide your name as printed on your personal identification)

#Local resident / Visitor Expected date for leaving Hong Kong _____

Type of personal identification and number: (first four digits) _____

Address / E-mail / WeChat ID: _____

Telephone No.: _____

Particulars of the company under complaint:

Name of company / Name of employee*: _____

Address: _____

Contact person (if applicable): _____

Telephone No.: _____

E-mail: _____

Personal Information Collection Statement

1. The information provided by the complainant to the Complaints Review Committee will be used for purposes related to the handling of the complaint.
2. The relevant information would only be forwarded to the company under complaint or individuals or organisations who need to be approached for handling this case when it is necessary to do so. The relevant information may be forwarded to law enforcement agencies or judicial authorities for the purpose of litigation.
3. As the complainant, you have the right to request access to, correct or update your personal information stored with this Complaints Review Committee.
4. According to the requirements of the Personal Data (Privacy) Ordinance, the complainant can claim from the relevant information user for illegal handling of the information or any other breach of personal information in accordance with the Ordinance.

The complainant has already / not yet # communicated with the company

Complaint case number with the Consumer Council / other organisations (if any): _____

Type of complaint: Type of goods: Gold Diamond jewellery Wrist watch Pearl Gemstone
Jade Other

Photocopies of relevant documents: Receipt User Manual Promotional leaflet Letter / E-mail /
Phone recording with the company

Matters under complaint:

False trade description on goods _____

Quality of goods _____

Damages caused to the complainant _____

Company's explanation to the relevant complaint _____

Details of the complaint:

The complainant declares that the information provided is true. The complainant has already read and signed the Personal Information Collection Statement of the Personal Information Protection Office.

Signature of the complainant: _____

Date: _____

#Please select the appropriate one.
*Mandatory field