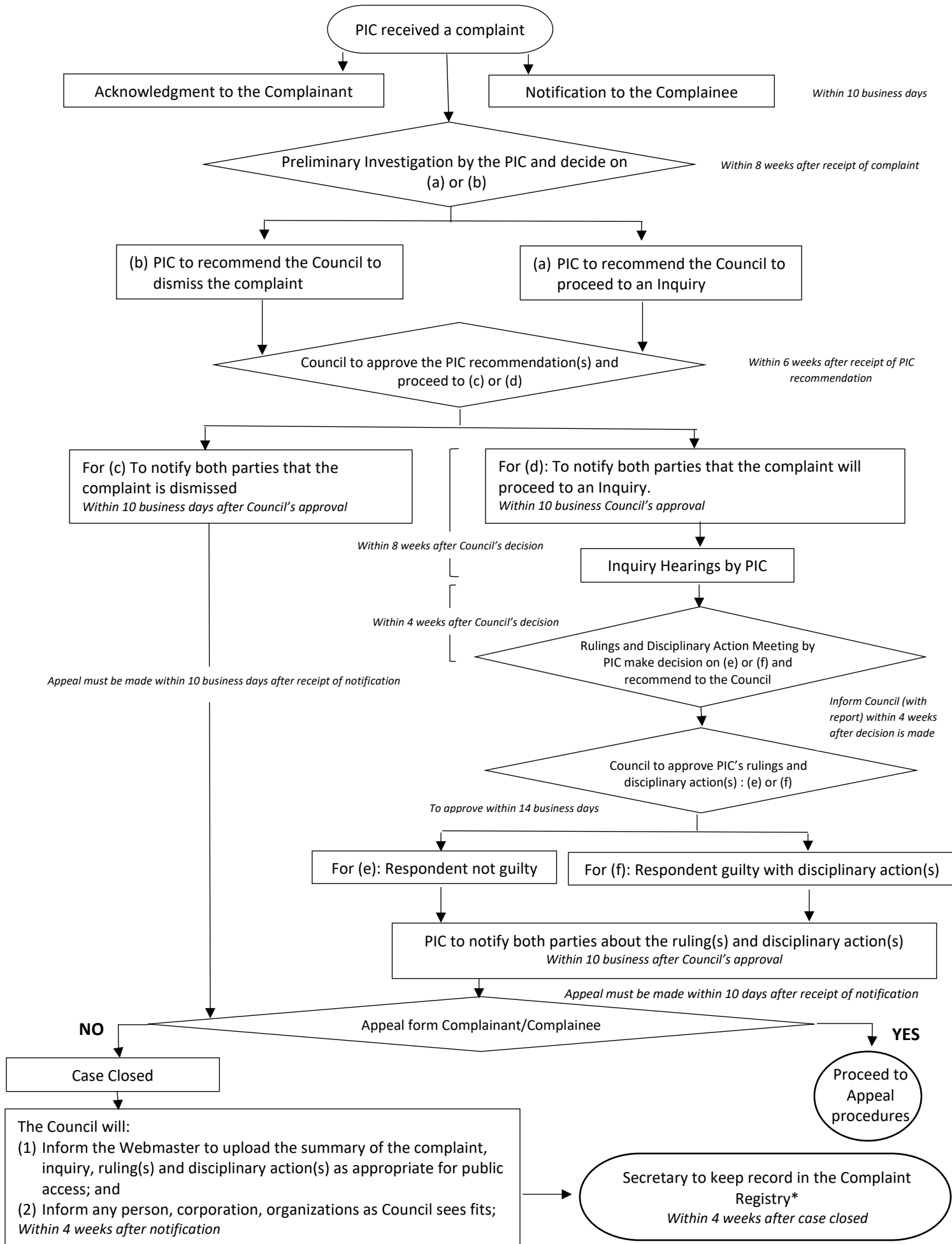
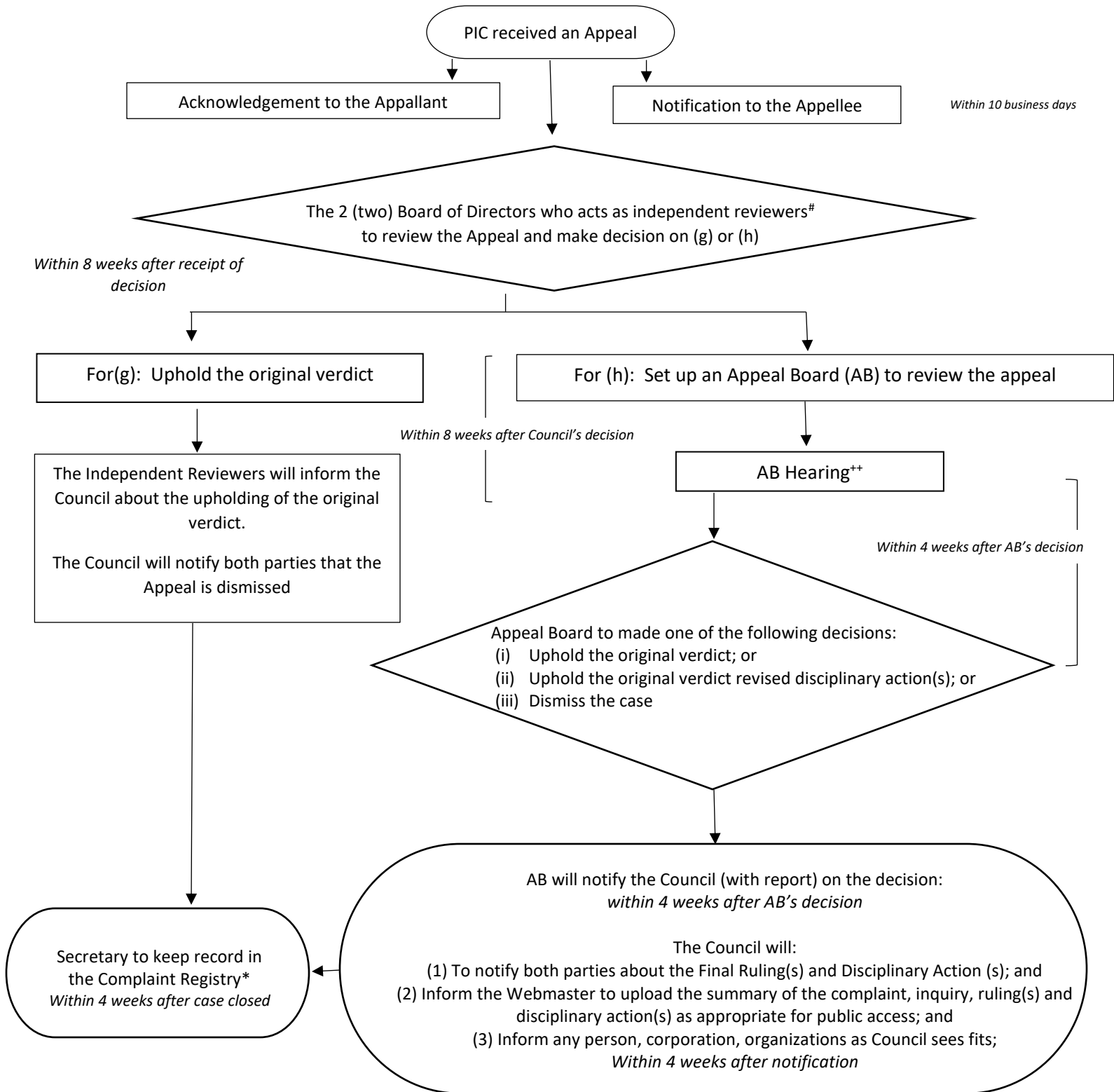


Complaint and Disciplinary Procedures of Against AD of HKAAD (Flow Chart 1) Revised Oct 2019 (Effective since 1/4/2019)



Appeal Procedures for Complaint and Disciplinary Procedures Against AD of HKAAD (Flowchart 2) Revised Oct 2019.
(Effective since 1/4/2019)



Footnotes:

* A Complaint Registry is in place to record any complaint cases and for progress tracking

In case of an Appeal, 2 Board of Directors namely the Vice-Chairman and Treasurer would be excluded from the decision-making process from the beginning. In case of an Appeal, these two Board of Directors will become independent reviewers.

++ The Appeal Board must consist of one independent reviewer, one AD of HKAAD and one lay member