

**Complaints Handled by Directorate Officers
(1.1.2000 - 31.3.2000)**

<u>Nature of Complaints</u>	<u>Substantive Reply by</u>	<u>Outcome</u>
Complaint raised by a tenant about the unsatisfactory customer reception services provided by Tung Tau (I) Estate.	BD/M	Reply sent to the tenant on 3.2.2000 apologizing for the inconvenience caused and reaffirming that the Housing Manager of the estate would fully brief his staff to ensure that customer reception services to clients would not be interrupted.
Complaint raised by a Shatin DB Member for not giving her a reply on her enquiry on peeling off of mosaic tiles at Kam Fung Court.	CM/M(S&M)	The enquiry letter was lodged by the Shatin DB Member and a LegCo Member jointly. The reply letter has been sent to the LegCo Member. Reply sent to the Shatin DB Member on 6.3.2000 explaining the situation.
Complaint raised by a LegCo Member concerning the tight time schedule for removal of the shipyard at North Tsing Yi.	BD/AM	Reply sent to the LegCo Member on 24.2.2000 informing the extension of the D-day of the clearance to 1.6.2000.
Complaint raised by a LegCo Member concerning the flat selection arrangement for 1P applicant of HOS Phase 21B.	BD/AM	Reply sent to the LegCo Member on 10.3.2000 explaining the policy.

Annex F (P. 2)

Complaint raised by a PRH applicant concerning the cancellation of his application for reason of failing to attend an interview.

BD/AM

Reply sent to the complainant on 15.2.2000 explaining the cancellation was made in accordance with the prevailing practice. The applicant was suggested to produce documentary proof that he was away from Hong Kong at the time the invitations to interview were sent.

Complaint raised by a PRH applicant concerning the cancellation of her application due to over-income after inclusion of education allowance granted by the Student Financial Assistance Agency.

CHM/Appns

Due to exclusion of all types of means-tested education grants under joint HOC 17/2000 and RHC 20/2000, the complainant's application was reinstated. Reply sent to the complainant on 9.3.2000 informing the situation.

Complaint raised by a construction company concerning the mis-translation of the name of "B+B Construction Co. Ltd."

BD/D

Reply sent to the complainant on 21.1.2000 apologizing for the mistake made.