



**Legislative Council Redress System
Complaint Form**

Hotline : 3919 3919
Fax No. : 2521 7518

Please complete the following items:

Name: _____

RBCL number: _____

Mobile phone: _____

Address: **c/o Vision First, 5/F, 102 First Street, Sai Ying Pun, Western, Hong Kong**

Government department(s)/public organization(s) under complaint:

Security Bureau and Social Welfare Department (“SWD”)

Government department with which you have lodged this complaint:

Legislative Council Redress System

Details of the complaint:

Asylum seekers and refugees rely entirely on the Hong Kong Government and SWD’s distribution of government assistance provision through International Social Services (ISS-HK). We are not allowed to work and are sentenced to 15-22 months imprisonment if arrested working. We have no savings, no income, no bank account, nor can we rely on social networks, NGO assistance or help from family and friends. Under these conditions, we are not afforded adequate support to meet our most basic needs. While we struggle to survive, the situation is degrading, humiliating and in breach of our rights as persons granted non-refoulement protection in Hong Kong. Over the years we have repeatedly requested to bring our assistance to an adequate level, but we have been systematically and incomprehensively left in a destitute state. The limited and insufficient assistance we receive makes it impossible for us to survive on a day to day basis, particularly in the face of soaring rents.

State your requests for the Government departments:

We request that the Hong Kong Government, the Security Bureau and SWD fulfill their obligation to provide for asylum seekers and refugees’ basic financial, material needs or otherwise. These needs include, but are not limited to, appropriate quantity and quality of food assistance, payment of full rent and utilities, payment of full rental deposits to landlord, daily necessities like cooking gas, clothing, health care, transport allowance for required trips always payable in full and in advance. We request that ISS-HK sign our Tenancy Agreements as we have no savings or income to pay rent balances every month.

We formally request that a public hearing be held to discuss these matters that concern all persons requesting and having been granted international protection in Hong Kong, who in March 2015 amounted to over 10,000 individuals, increasing by 300 every month.

We further request that a Task Force be established to investigate why persons requesting and having been granted international protection in Hong Kong have been left destitute despite a system being in place to disburse government funding to prevent this condition from happening. Such policy failures have caused us needless and unreasonable physical, mental and psychological suffering.

The handling of personal data

While the provision of your personal data is voluntary, the Public Complaints Office of the Legislative Council Secretariat may not be able to handle the complaint if you refuse to provide your personal data.

The information of your complaint may be used for compilation of statistics on the number and nature of complaints received by the Public Complaints Office or summarized in a case summary to illustrate the significant cases handled by the Public Complaints Office. Your personal data will not be revealed in the outcome of the statistics or contents of the case summary.

You have a right to request access to and correction of personal data in accordance with the Personal Data (Privacy) Ordinance (Cap.486). A request for personal data access or correction should be made in writing, with relevant information to identify the case, to Administrative Assistant I (Complaints and Resources Management) 2 at the following address:

Public Complaints Office of the Legislative Council Secretariat
Legislative Council Complex
1 Legislative Council Road
Central, Hong Kong

The Legislative Council Secretariat may charge a fee for supplying copy/copies of such personal data to you.

I understand that my personal data will be collected by the Public Complaints Office of the Legislative Council Secretariat for the purpose of handling the complaint.

I consent to

- (a) the release of my personal data and other relevant information to the Administration and other relevant organizations by the Public Complaints Office; and
- (b) the release of my/our* personal data and other relevant information by the Administration and other relevant organizations to the Public Complaints Office for the purpose of handling the complaint.

Date: _____ Signature: _____

January 2015