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# Complaints Handling Policy

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January 2020



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## 1. Policy Statement

- 1.1 HK Electric is committed to increasing customers' and other stakeholders' satisfaction through continuous improvement.
- 1.2 We aim to build trust with our stakeholders and establish strong and long-term relationships with them.

## 2. Approach

To accomplish this, we will listen to stakeholders' concerns carefully, take any complaints against our operations seriously and will:

- Investigate into the root cause(s) of the problem and embrace the value of complaints for operational improvement;
- Maintain diversified communication channels and listen with sincerity;
- Process complaints in an objective and considerate manner;
- Respect and appreciate different views with empathy;
- Offer a satisfactory and practical resolution within a specified time frame;
- Vow to take corrective action promptly; and
- Explore new methods to prevent problem recurrence in our continuous effort to enhance operational efficiency and effectiveness.

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