

Appendix 25

Channels for Complaining against Unsatisfactory Performance of Contractors

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Nature of Unsatisfactory Performance of Contractor		Complaining channels /parties /departments	Telephone No.
1.	Poor site safety measures during construction stage. e.g. workers do not wear helmet, no safety belt when working at height; no protective screen/hoarding to separate the public away from the construction area	Labour Department	2717 1771
2.	Noise pollution from site activities	Environmental Protection Department	Refer to District Complaint Hotlines (Appendix 2)
3.	Air pollution from site activities		
4.	Improper discharge of waste water into public storm water drains		
5.	Bribery and Corruption	Independent Commission Against Corruption	2526 6366
6.	Carry out of illegal building works and works causing possible danger to the building and the public	Buildings Department	2626 1616
7.	Work carried out in contravention with Buildings Ordinance		
8.	Illegal use of water from hose reel	Water Supplies Department	2824 5000
		Fire Services Department	2723 8787
9.	Employment of illegal immigrant in the construction site	Immigration Department	2824 1551
10.	Gambling in construction site	Hong Kong Police Force	Refer to District Complaint Hotlines (Appendix 2)
11.	Accumulation of construction debris without regular disposal	Appointed Building Professional to discuss possible course of actions under contract, such as withholding payment, termination, etc.	N/A
12.	Slow progress of construction work		
13.	Work carried out in contravention with the contract specification		
14.	Poor workmanship		