

# Government sets up Committee on Complaints against Private Healthcare Facilities under Private Healthcare Facilities Ordinance

The Government announced today (November 27) the establishment of the Committee on Complaints against Private Healthcare Facilities (Complaints Committee) in accordance with the Private Healthcare Facilities Ordinance (the Ordinance) with effect from December 1, 2020, for a term of three years.

The Complaints Committee is a statutory committee tasked to handle complaints against licensed private healthcare facilities on matters related to their compliance with the Ordinance or the Codes of Practice issued under the Ordinance when the licences become effective. The Complaints Committee will also advise the Government on the policies on complaints management for private healthcare facilities.

The Complaints Committee will be chaired by Ms Lisa Lau Man-man, and composed of members from registered medical practitioners/registered dentists, as well as lay members from various backgrounds including patient groups, legal sector, engineering sector, healthcare professionals (other than doctors and dentists) and consumer rights sector.

The membership of the Complaints Committee is as follows:

Chairperson

\_\_\_\_\_  
Ms Lisa Lau Man-man

Deputy Chairperson

\_\_\_\_\_  
Dr Cheung Tak-hong

Members (in alphabetical order of surnames)

\_\_\_\_\_  
Dr Eliza Chan Ching-har  
Professor Sandra Chan Sau-man  
Mr Chan Wing-kai  
Professor Gladys Cheing Lai-ying  
Mr Norman Cheng Chun-ping  
Professor Sylvia Fung Yuk-kuen,  
Dr Simon Ho Kam-yuen  
Mr Francis Ho Ying-foo  
Mr Kwok Jing-keung  
Mr Kwok Leung-ming  
Professor Edward Lai Cheuck-seen

Professor Brian Lang Hung-hin  
Dr Angeline Lee Hui-cheng  
Dr Anthony Lee Kai-yiu  
Dr Ares Leung Kwok-ling  
Dr Jenny Leung Yin-yan  
Dr Haston Liu Wai-ming  
Dr John Matthew Low Say-woon  
Dr Pang Kai-yuen  
Dr Poon Wai-lun  
Mr Eddy Tong Chi-chung  
Mrs Cecilia Wong Ng Kit-wah,  
Ms Pauline Wong Yuen-fong  
Mr Paul Wu Wai-keung  
Dr Henry Yeung Chiu-fat  
Dr Victor Yeung Hip-wo  
Ms Lisa Yip Sau-wah  
Mr Yuen Siu-lam