

**Guidelines on Submission of Further Representations to the
Communications Authority on its Provisional Findings
on Broadcast Complaints**^{Note 1}

1. The licensee may submit further representations, either orally and/or in writing, to the Communications Authority (CA) on its provisional findings on complaints directed at its service.
2. Only the licensee who is the subject of complaint can make further representations to the CA. However, the licensee may incorporate the views of other parties concerned in its further representations.
3. The licensee should forward **written** representation to the Secretary of the Communications Authority within four working days upon receipt of the letter notifying the CA's provisional findings on complaints directed at its service.
4. The licensee should likewise notify the Secretary of the Communications Authority within four working days upon receipt of the letter notifying the CA's provisional findings on the complaint if he wishes to make **oral** representations.^{Note 2}
5. When making oral representations –
 - (a) the licensee should at most be represented by **two** persons; and
 - (b) the representations should not normally exceed **10 minutes**.

The number of representatives and the duration of the representations may be varied at the discretion of the CA.

6. Oral representations may be made in either English or Chinese.
7. The purpose of oral representations is to give the licensee an opportunity to state his own case. The CA is not obliged to answer any questions put forward by the licensee when making such representations.

1 April 2012

^{Note 1} Any complaints that a licensee or any person has contravened – (a) the Broadcasting (Miscellaneous Provisions) Ordinance (Cap.391), the Broadcasting Ordinance (Cap.562) or Part IIIA of the Telecommunications Ordinance (Cap. 106); (b) the terms or conditions of a licence; or (c) a broadcasting Code of Practice.

^{Note 2} The licensee concerned may request for a tape recording of the oral representation.
Fee for request made before the oral representation is HK\$425.
Fee for request made after the oral representation is HK\$587.