

Status of caseload

Enquiry

Types	2017	2018	2019	2020	2021
Telephone enquiries	476	430	560	493	1,001
Interview walk-in enquirers	48	39	56	13	4

Complaint

Types	2017	2018	2019	2020	2021
Complaints against staff	0	1	0	0	0
Complaints against the Chairperson	0	0	0	0.5	0
- in his role as head of the Secretariat	0	0	0	0.5	0
- in the performance of his role as a presiding member hearing applications					
Complaints against the performance of a Board member in hearing applications	0	0	0.5	0	0
Complaints against the decision of the Board	0	0	0.5	0	0

No. of Application

Types	2017	2018	2019	2020	2021
Normal guardianship applications	244	272	225	218	297
Review Guardianship Orders	284	237	265	260	229
Emergency Guardianship Orders	11	19	8	5	8
Directions	0	0	0	0	1

No. of Hearing

Types	2017	2018	2019	2020	2021
Normal guardianship applications	194	243	239	134	275
Review Guardianship Orders	282	254	262	254	226
Emergency Guardianship Orders	8	14	8	6	8
Directions	0	0	0	0	1

Waiting time for cases in the Guardianship Board

From date of receipt of a complete social enquiry report to hearing [calendar days]	Target [days]	Performance [days]				
		2017	2018	2019	2020	2021
Cases without complications	150	75	109	124	186*	132
Cases with complications	270	69	110	131	275*	131

Note: *Due to influence of the COVID-19 pandemic, the waiting time exceeded the targets.

Other Service Standards and Targets

	Performance Target	Performance				
		2017	2018	2019	2020	2021
Enquiry						
- Immediately answer telephone enquiries during office hours	95%	99%	99%	99%	99%	99%
- Interview a walk-in enquirer at GB office within 30 minutes	95%	100%	100%	100%	100%	100%
- Reply to written enquiries within 21 working days	95%	100%	100%	100%	100%	100%
Complaint						
- Reply to written complaints against staff	within 14 working days	N/A*	100%	N/A*	N/A*	N/A*
- Reply to written complaints against the Chairperson in his role as head of the Secretariat	within 14 working days	N/A*	N/A*	N/A*	100%	N/A*
- Reply to written complaints against the Chairperson in the performance of his role as a presiding member hearing applications	within 14 working days	N/A*	N/A*	N/A*	100%	N/A*
- Reply to written complaints against the performance of a Board member in hearing applications	within 14 working days	N/A*	N/A*	100%	N/A*	N/A*

Note: * No such complaints received in this year.

An interim reply will be given if a substantive reply is not possible within this period.
(Regarding the modes of lodging complaints, please refer to the Guardianship Board's Compliant Procedures)

Monitoring of Performance

The Chairperson and Secretary to the Board will monitor and review the effectiveness of these performance pledges.

Views & Suggestions

The Board values views and suggestions from members of public for improving our service. Please send them to the Secretary to the Board at Guardianship Board, Unit 807, Hong Kong Pacific Centre, 28 Hankow Road, Tsimshatsui, Kowloon.