

Status of caseload

Enquiry

Types	2022	2023	2024
Telephone enquiries	664	455	323
Interview walk-in enquirers	10	27	17

Complaint

Types	2022	2023	2024
Complaints against staff	0	0	0
Complaints against the Chairperson			
- in the role as head of the Secretariat	0	0	0
- in the performance of the role as a presiding member hearing applications	0	0	2
Complaints against the performance of a Board member in hearing applications	0	0	0
Complaints against the decision of the Board	0	1	1

No. of Application

Types	2022	2023	2024
Normal guardianship applications	246	286	267
Review Guardianship Orders	277	272	255
Emergency Guardianship Orders	9	12	13
Directions	0	0	0

No. of Hearing

Types	2022	2023	2024
Normal guardianship applications	260	180	331
Review Guardianship Orders	282	282	254
Emergency Guardianship Orders	10	7	14
Directions	0	0	0

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]		
		2022	2023	2024
Cases without complications	150	111	121	116
Cases with complications	270	117	155	129

Other Service Standards and Targets

	Performance	Performance		
	Target	2022	2023	2024
Enquiry				
- Immediately answer telephone enquiries during office hours	95%	99%	99%	99%
- Interview a walk-in enquirer at GB office within 30 minutes	95%	100%	100%	100%
- Reply to written enquiries within 21 working days	95%	100%	100%	100%

Complaint

- Reply to written complaints against staff	within 14 working days	N/A*	N/A*	N/A*
- Reply to written complaints against the Chairperson in the role as head of the Secretariat	within 14 working days	N/A*	N/A*	N/A*
- Reply to written complaints against the Chairperson in the performance of the role as a presiding member hearing applications	within 14 working days	N/A*	N/A*	100%
- Reply to written complaints against the performance of a Board member in hearing applications	within 14 working days	N/A*	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.