

Hong Kong Children & Youth Services

Agency Policies and Regulations Administration

Guidelines for Handling Sexual Harassment

Code No. : AD0310

1 Policy Objective

To enhance awareness of sexual harassment prevention among staff, service providers, and service users, and to ensure the agency has effective complaint channels that are sensitive to the complainant's feelings and needs for handling related incidents.

2 Policy

2.1 The agency is committed to eliminating and preventing incidents of sexual harassment. It aims to foster a respectful, equitable, and harassment-free working environment and will not tolerate any employee engaging in such conduct.

2.2 Sexual harassment is a form of discrimination and an unlawful act. It may result in disciplinary action or other appropriate measures within the agency, carry civil legal liability, and potentially lead to criminal consequences. Any person within the agency has the right to lodge a complaint if sexual harassment occurs.

3 Measures and Procedures

3.1 Objectives and Responsibilities

The agency is committed to:

3.1.1 Ensuring that all relevant parties including staff (including job applicants), service providers (e.g., volunteers, instructors, interns, contracted service providers or agents), and service users can work, participate in activities, and receive or provide services in an environment free from sexual harassment.

3.1.2 Establishing effective channels to ensure all relevant parties clearly understand the agency's anti-sexual harassment policy and complaint procedures.

3.1.3 Providing appropriate training and/or information to staff, volunteers, instructors, and service users to raise awareness of sexual harassment and foster respect for others and sound moral values.

3.1.4 Offering effective complaint channels that are sensitive to the complainant's feelings and needs, and handling sexual harassment complaints with fairness, impartiality, confidentiality, seriousness, and prudence. No one shall be penalized for making a genuine complaint.

Hong Kong Children & Youth Services

Agency Policies and Regulations Administration

Guidelines for Handling Sexual Harassment

Code No. : AD0310

- 3.1.5 Promoting the duty and responsibility of all relevant parties including management, staff, members, interns, and volunteers to help prevent and eliminate sexual harassment. This includes respecting others' boundaries and feelings, not condoning harassment, and supporting actions to prevent it.
- 3.1.6 Encouraging any relevant party who experiences or witnesses sexual harassment by others within the agency to report it to the "Sexual Harassment Prevention and Complaint Handling Task Force." Complainants and witnesses are protected under the Sex Discrimination Ordinance.
- 3.2 Definition of Sexual Harassment
- 3.2.1 Sexual harassment refers to any unwelcome conduct of a sexual nature directed by one person toward another. This includes offensive sexual attention, unnecessary physical contact, sexually suggestive remarks, or requests for sexual favors. If the environment becomes sexually hostile and causes intimidation to the individual, it also constitutes sexual harassment.
- 3.2.2 Sexual harassment is defined under Section 2(5) of the Sex Discrimination Ordinance. In addition, Sections 2(7), 2(8), 9, 23, 23A, 24, 39, 39A, and 40 are also relevant to sexual harassment.
- According to the Ordinance, sexual harassment is defined as:
- (a) When a person:
- (i) Makes an unwelcome request for sexual favors or benefits of a sexual nature; or
- (ii) Engages in other unwelcome conduct of a sexual nature toward another person,
and under the circumstances, a reasonable person would anticipate that the other person would feel offended, humiliated, or intimidated
- (b) When a person, alone or with others, engages in conduct of a sexual nature that creates a hostile or intimidating environment for another person.
- 3.2.3 Clarification of Common Misconceptions
- 3.2.3.1 Gender Neutrality: Sexual harassment can happen to anyone, regardless of gender. The relevant legal provisions and the agency's anti-harassment policy apply to both men and women, including

Hong Kong Children & Youth Services

Agency Policies and Regulations Administration

Guidelines for Handling Sexual Harassment

Code No. : AD0310

same-sex harassment.

3.2.3.2 Intent Is Irrelevant: Even if the conduct was not intended to harass, it may still constitute sexual harassment if it meets the legal definition. Whether the behavior was intentional or meant as a joke, it can still be unlawful.

3.2.3.3 Single Incident: A single act may be sufficient to constitute sexual harassment.

3.2.3.4 Power Dynamics: Sexual harassment may involve power imbalances, such as a person in authority harassing someone in a vulnerable position. However, harassment can also occur in reverse, such as a service user harassing staff, or between colleagues. All such cases may be unlawful and will be addressed appropriately.

3.2.4 Examples of Conduct That May Constitute Sexual Harassment

3.2.4.1 Unwelcome sexual advances: e.g., repeatedly asking someone out despite rejection, making suggestive gestures, obscene movements, touching, groping, or deliberately brushing against another person.

3.2.4.2 Unwelcome requests for sexual favors in exchange for benefits: e.g., implying that cooperation or tolerance of sexual demands will result in advantages.

3.2.4.3 Unwelcome verbal, non-verbal, or physical conduct of a sexual nature, including via speech, email, letters, or phone calls: e.g., derogatory or biased sexual remarks, persistent inquiries into someone's sex life.

3.2.4.4 Sexual conduct that creates a hostile or intimidating work environment: e.g., telling obscene jokes, displaying sexist or sexually explicit images or posters in the workplace.

3.2.4.5 Sexual harassment does not require intent or a specific target. It can be explicit or implicit, and may occur between individuals of the same or different genders.

3.2.4.6 Unwelcome conduct need not to be repeated or continuous. A single incident may be sufficient.

Hong Kong Children & Youth Services

Agency Policies and Regulations Administration

Guidelines for Handling Sexual Harassment

Code No. : AD0310

3.2.4.7 These examples are referenced from the Equal Opportunities Commission website. Some of the behaviors listed may also constitute criminal offenses beyond sexual harassment.

3.3 Rights of Victims and Actions They May Take

3.3.1 Any individual has the right to lodge a complaint regarding sexual harassment.

3.3.2 If a person experiences sexual harassment, they may take the following actions:

3.3.2.1 Clearly express their position to the harasser, stating that the behavior is unwelcome and shall stop immediately.

3.3.2.2 Document the incident, including the date, time, location, witnesses, and nature of the harassment (e.g., the harasser's words and actions), as well as the victim's response at the time.

3.3.2.3 Confide in a trusted person to receive emotional support and advice on how to handle the situation.

3.3.2.4 Complaints may be lodged either formally or informally with personnel responsible for handling sexual harassment within the agency.

Informal complaints may be made verbally and handled through communication, allowing the parties involved to understand the incident from different perspectives and resolve the conflict.

Formal complaints shall be submitted in writing and will be investigated according to the standard complaint procedures. The investigation process and outcome including any disciplinary action or other appropriate follow-up shall be documented in writing, along with recommended resolutions.

If the complainant is dissatisfied with the outcome of the informal complaint, they may proceed with a formal complaint.

3.3.2.5 Before deciding whether to file a complaint with the Equal Opportunities Commission (EOC), the individual may call the EOC's Anti-Sexual Harassment Hotline at 2106 2222 to obtain information on the definition of sexual harassment, relevant legal

Hong Kong Children & Youth Services

Agency Policies and Regulations Administration

Guidelines for Handling Sexual Harassment

Code No. : AD0310

provisions, complaint procedures, community resources (if applicable), and other support.

- 3.3.2.6 Individuals may file a complaint with the EOC to request an investigation or mediation. If mediation fails, the complainant may seek legal assistance from the EOC. Complaints can be submitted via the EOC's online form: <http://www.eoc.org.hk/zh-hk/Form/Index/2> °
- 3.3.2.7 Seek legal advice, report the incident to the police (if criminal elements are involved), or initiate legal proceedings in the District Court.
- 3.3.2.8 The agency's complaint procedures do not affect the complainant's right to file a complaint with the EOC, report to the police, or initiate legal proceedings in court.
- 3.3.2.9 If the sexual harassment complaint is under criminal investigation by law enforcement or is subject to criminal/civil litigation in court, the agency will suspend its internal investigation until the legal process is concluded.

3.4 Principles for Handling Sexual Harassment Complaints

- 3.4.1 Fairness: Complaints and inquiries shall be handled with fairness and impartiality. Both the complainant and the alleged harasser shall be treated equitably and given the opportunity to present their case.
- 3.4.2 Confidentiality: All information and records related to sexual harassment shall be kept confidential and disclosed only to personnel responsible for handling the complaint, as necessary. In accordance with the principles of natural justice, the agency shall inform the alleged harasser of the details of the accusation.
- 3.4.3 Timeliness: Sexual harassment incidents can cause stress to both the complainant and the alleged harasser. The agency shall act promptly upon receiving a complaint.
- 3.4.4 Transparency of Procedures: The procedures for handling sexual harassment complaints shall be clearly outlined in the agency's complaint policy or anti-sexual harassment policy and made known to all management personnel,

Hong Kong Children & Youth Services

Agency Policies and Regulations Administration

Guidelines for Handling Sexual Harassment

Code No. : AD0310

staff, volunteers, members, service users, and other relevant parties. If the complaint involves minors or individuals with cognitive impairments (e.g., persons with intellectual disabilities or dementia), the agency shall ensure that the individual and their parents or guardians are fully informed of the relevant rules and disciplinary measures.

- 3.4.5 Protection of Complainants and Witnesses: Complainants and witnesses shall be protected from adverse treatment or retaliation resulting from the complaint. Under Section 9 of the Sex Discrimination Ordinance, such retaliatory treatment constitutes unlawful victimization.
- 3.4.6 Avoidance of Conflict of Interest: If the personnel responsible for handling the inquiry or complaint have a close relationship with either the complainant or the alleged harasser (e.g., family ties), or if the alleged harasser is the designated complaint handler, the case shall be referred to another appropriate person for handling.
- 3.4.7 Anonymous Complaints: Regardless of whether a complaint is made anonymously, the agency may need to further understand or investigate the matter. If the anonymous complaint involves minors or persons with disabilities, extra caution should be exercised in deciding whether to proceed.
- 3.4.8 Minimizing Further Distress to the Complainant: The agency shall be sensitive to the complainant's emotional well-being for example, by thoroughly documenting the incident to avoid requiring the complainant to repeatedly recount distressing experiences, and by respecting requests to be interviewed by an investigator of the same gender. The complaint process shall be handled with care to avoid causing unnecessary distress to the complainant or other involved parties.
- 3.5 Mechanism for Handling Sexual Harassment Complaints
- 3.5.1 The agency has established a "Committee for the Prevention and Handling of Sexual Harassment Complaints" (hereinafter referred to as "the Committee"), appointed by the Director. The term of appointment is three years. The Committee consists of five members at the rank of Service Director or above, representing different genders and possessing a sound

Hong Kong Children & Youth Services

Agency Policies and Regulations Administration

Guidelines for Handling Sexual Harassment

Code No. : AD0310

understanding of gender equality and sexual harassment issues. The composition includes one Chief Administrative Officer, two Deputy Directors, and two Head of Service.

- 3.5.2 Suspected sexual harassment incidents may be reported directly to the Chief Administrative Officer or Deputy Directors, or to the Service Director of the relevant unit. If preliminary understanding suggests the case involves sexual harassment, it will be referred to the Committee for follow-up. Contact details are as follows:

Chief Administrative Officer

Tel: 2366 7271

Email: cao@hkccys.org.hk

Deputy Director1

Tel: 2366 7271

Email: dd1@hkccys.org.hk

Deputy Director2

Tel: 2366 7271

Email: dd2@hkccys.org.hk

- 3.5.3 If the complaint involves the Chief Administrative Officer or Deputy Directors, it may be submitted directly to the Director.

Tel: 2366 7271 Email: dir@hkccys.org.hk

- 3.5.4 The agency provides both informal and formal mechanisms for handling sexual harassment complaints. If the informal mechanism fails to resolve the issue effectively, the complainant may request to escalate the matter through the formal mechanism.

- 3.5.5 Informal Mechanism

3.5.5.1 The informal mechanism is suitable for handling relatively minor or isolated incidents of sexual harassment. Its primary aim is to resolve conflicts and prevent recurrence, rather than to initiate formal investigations. In some cases, the alleged harasser may acknowledge the behavior but was unaware it constituted

Hong Kong Children & Youth Services

Agency Policies and Regulations Administration

Guidelines for Handling Sexual Harassment

Code No. : AD0310

harassment. In such cases, investigation may not be necessary. If the complainant's priority is to stop the behavior rather than pursue disciplinary action, the complaint may be handled informally based on the complainant's wishes.

- 3.5.5.2 Informal handling may include the complainant seeking advice from designated personnel within the agency and resolving the issue independently. The complainant may also request the designated personnel to communicate with the other party on their behalf. The handler may explain the issue to the other party, request cessation of the behavior, and reiterate the agency's zero-tolerance policy on sexual harassment.
- 3.5.5.3 If the complainant or alleged harasser is a minor, has intellectual disabilities or other impairments, or faces communication barriers (e.g., due to language or dialect), consent from a parent, guardian, relative, or caregiver is required before proceeding with informal handling to protect their rights.
- 3.5.5.4 The informal mechanism focuses on conflict resolution and prevention rather than investigation. Under this mechanism:
 - 3.5.5.4.1 The complainant may promptly seek advice from Committee members to decide whether to proceed informally.
 - 3.5.5.4.2 Upon receiving the complaint, the Chief Administrative Officer or Deputy Director shall notify the Director, who will assign a Committee member to handle the case.
 - 3.5.5.4.3 Within three working days of receiving the complaint, the Chief Administrative Officer or Deputy Director shall confirm receipt in writing or via email and provide the contact details of the assigned Committee member.
 - 3.5.5.4.4 The complainant may request the assigned Committee member to communicate with the other party, including mediation.
 - 3.5.5.4.5 If both parties agree, the assigned Committee member

Hong Kong Children & Youth Services

Agency Policies and Regulations Administration

Guidelines for Handling Sexual Harassment

Code No. : AD0310

may conduct individual mediation sessions to understand concerns and help resolve the issue.

3.5.5.4.5.1 Participation in mediation does not waive any legal rights. If no resolution is reached, the complainant may continue to pursue their rights.

3.5.5.4.5.2 If a resolution is reached, both parties may sign a mutually agreed mediation agreement to document the terms.

3.5.5.4.5.3 Either party may terminate the mediation process at any time.

3.5.5.4.6 All follow-up actions under the informal mechanism shall be completed within 45 working days from the date the complaint is received. A report shall be submitted to the Director for review and signature, and then filed with the Head Office. The Committee member handling the case may extend the deadline for valid reasons, provided both parties agree.

3.5.5.4.7 At any time, the complainant may submit a written request to the Chief Administrative Officer, Deputy Directors, or the assigned Committee member to initiate a formal investigation under the formal complaint mechanism.

3.5.6 Formal Mechanism

3.5.6.1 The formal mechanism is used to handle serious or repeated sexual harassment complaints, or when the harassment persists, or when conflicts between parties cannot be resolved through the informal mechanism.

3.5.6.2 The formal mechanism involves a full investigation, including official meetings with the complainant. The alleged harasser will be informed of the complaint and given the opportunity to respond. Witnesses, if any, will also be interviewed. The investigation

Hong Kong Children & Youth Services

Agency Policies and Regulations Administration

Guidelines for Handling Sexual Harassment

Code No. : AD0310

follows the principle of “on the balance of probabilities,” meaning that the likelihood of the harassment having occurred is greater than not.

3.5.6.3 Investigation

3.5.6.3.1 Any individual who suspects they have been sexually harassed may submit a written complaint to the Chief Administrative Officer or Deputy Directors. If the complaint is made verbally, the Head Office may assist in documenting it in writing, which shall be signed and confirmed by the complainant. If necessary, a trusted third party may be authorized to submit the complaint on behalf of the complainant.

3.5.6.3.2 Upon receiving a formal complaint, the Chief Administrative Officer or Deputy Directors shall notify the Director and initiate a comprehensive and impartial investigation. A written confirmation of receipt will be sent to the complainant within three working days. The Director will appoint three Committee members from units not involved in the case to form an investigation team, including one team leader. The team shall include both male and female members.

3.5.6.3.3 In special circumstances, the team leader may request the Director to invite an additional Service Director from outside the Committee to join the investigation to ensure fairness. If the complaint involves the Director, Chief Administrative Officer, or Deputy Directors, the investigation personnel shall be appointed by the agency's Executive Committee.

3.5.6.3.4 Investigation Arrangements

3.5.6.3.4.1 The investigation team shall meet with the complainant to understand the details of the incident.

Hong Kong Children & Youth Services

Agency Policies and Regulations Administration

Guidelines for Handling Sexual Harassment

Code No. : AD0310

- 3.5.6.3.4.2 The team shall meet with the alleged harasser, inform them of the complaint, and allow them to respond to the allegations.
- 3.5.6.3.4.3 The team shall meet with any other individuals involved in the incident. Meetings will be conducted individually and confidentially. All participants shall attend in person, and the content of the interviews will be recorded and kept confidential
- 3.5.6.3.4.4 Participants may be accompanied by a support person if needed. As the interview is not a legal proceeding, the support person shall not be a legal representative. Requests for accompaniment shall be submitted in advance, either verbally or in writing, with reasons, the name of the support person, and relevant details for the team's consideration. The team will make the final decision on such requests.
- 3.5.6.3.4.5 If the interviewee is a minor, has intellectual disabilities or other impairments, or faces communication barriers (e.g., due to language or dialect), they shall be accompanied by a parent, guardian, relative, or caregiver to protect their rights.
- 3.5.6.3.4.6 All parties may submit relevant documents and/or materials for the team's consideration. The team may conduct follow-up interviews as needed for

Hong Kong Children & Youth Services

Agency Policies and Regulations Administration

Guidelines for Handling Sexual Harassment

Code No. : AD0310

clarification

3.5.6.3.4.7 All verbal statements or other forms of information provided to the team will be recorded upon confirmation by the provider.

3.5.6.3.4.8 The team may request to meet with involved parties during working hours, regardless of whether they are staff members. Refusal to attend will be documented.

3.5.6.3.4.9 If the team discovers that the complaint may involve criminal conduct, they shall inform the complainant of their right to report to the police. If the case is handed over to law enforcement, the investigation shall be temporarily suspended, and the team leader shall immediately notify the Director. If the legal proceedings are discontinued, interrupted, or concluded, the team may resume the investigation.

3.5.6.3.4.10 If the complainant opts for mediation during the process and a resolution is reached, both parties may sign a mutually agreed mediation agreement to document the terms of settlement.

3.5.6.3.5 Investigation Report and Outcome

3.5.6.3.5.1 The investigation team shall complete the investigation within 60 working days. The team leader shall submit the investigation report to the Director for review and confirmation of whether the complaint is substantiated. The report

Hong Kong Children & Youth Services

Agency Policies and Regulations Administration

Guidelines for Handling Sexual Harassment

Code No. : AD0310

shall include the following:

3.5.6.3.5.1.1 The issues involved and the complainant's allegations.

3.5.6.3.5.1.2 The investigation process

3.5.6.3.5.1.3 Evidence supporting the allegations and responses from relevant parties.

3.5.6.3.5.1.4 Investigation findings.

3.5.6.3.5.1.5 Recommendation on whether the complaint is substantiated.

3.5.6.3.5.1.6 Recommended action plan.

3.5.6.3.5.2 Once the Director has reviewed and signed the report, the investigation team shall meet with both parties to explain the findings and any mediation outcomes, and implement necessary follow-up actions (especially in cases requiring immediate attention). Within 15 working days of receiving the signed report, the team leader shall notify both the complainant and the respondent in writing of the investigation outcome and follow-up actions.

3.5.6.3.6 Appeal

3.5.6.3.6.1 If the matter remains unresolved or either party is dissatisfied with the investigation outcome, they may submit a written appeal to the Director within 15 working days of receiving the notification, stating

Hong Kong Children & Youth Services

Agency Policies and Regulations Administration

Guidelines for Handling Sexual Harassment

Code No. : AD0310

- the grounds for appeal and providing any new evidence (if applicable).
- 3.5.6.3.6.2 The Director shall decide within 15 working days whether to accept the appeal.
- 3.5.6.3.6.3 If the appeal is accepted, the Director shall form a three-member Appeal Panel composed of Head of Service or personnel of equivalent rank who were not involved in the original case, or other individuals appointed by the Director. The Appeal Panel shall review the investigation report and consider the written grounds for appeal. They may also conduct interviews with the appellant and, if necessary, other relevant parties and examine new evidence.
- 3.5.6.3.6.4 In special circumstances, the Appeal Panel leader may request the Director to invite a member of the agency's Executive Committee to participate in the investigation to ensure fairness. If the appeal involves the Director, Chief Administrative Officer, or Deputy Directors, the investigation personnel shall be appointed by the Executive Committee.
- 3.5.6.3.6.5 The Appeal Panel shall complete the investigation and prepare an appeal report within 60 working days, including any necessary follow-up actions (especially in cases requiring immediate attention). The

Hong Kong Children & Youth Services

Agency Policies and Regulations Administration

Guidelines for Handling Sexual Harassment

Code No. : AD0310

report shall be submitted to the Director for review and confirmation of whether the complaint is substantiated. The Director's decision on the appeal shall be final. Within 15 working days of receiving the appeal report, the Director shall notify both the complainant and the respondent in writing of the decision.

3.5.6.3.6.6 If the appeal is not accepted, the complainant and respondent shall be notified, and follow-up actions shall proceed based on the original decision.

3.6 Disciplinary Actions / Follow-Up Measures

3.6.1 Specific disciplinary actions and follow-up measures may be taken in response to confirmed sexual harassment. The form of action shall be recommended by the investigation team and finalized by the Director upon confirmation of the complaint's validity.

3.6.2 If the individual who committed sexual harassment is a current employee of the agency, disciplinary actions may include: verbal warning, written warning, mandatory counseling or anti-sexual harassment training, suspension, immediate dismissal, or a written apology to the affected party.

3.6.3 If the individual is a service user or volunteer, the agency may take appropriate measures to protect staff and other service users, such as: termination of membership, immediate cessation of services, or prohibition from entering service premises.

3.6.4 If the individual is a contracted service provider or agent, the agency may take appropriate measures to protect staff and service users, such as: immediate termination of the contract or permanent cessation of collaboration with the provider or individual.

3.6.5 If the incident may involve criminal conduct, the agency will consult the complainant's wishes and consider reporting the matter to the police.

3.7 Measures for Preventing Sexual Harassment

Hong Kong Children & Youth Services

Agency Policies and Regulations Administration

Guidelines for Handling Sexual Harassment

Code No. : AD0310

- 3.7.1 Policy Dissemination: Unit In-Charge shall regularly disseminate the agency's anti-sexual harassment policy to all relevant parties, including current and newly joined staff, members, volunteers, and contracted service providers. The policy shall be clearly explained to ensure understanding and compliance.
- 3.7.2 Public Access to Information: The Head Office shall upload the policy to the agency's intranet and/or public website for easy access. Unit In-Charge shall display notices prominently within their units to inform all relevant parties that the agency has established an anti-sexual harassment policy, where to access the full text, and how to file a complaint. Unit In-Charge shall also inform contracted service providers and hired groups or individuals that the agency does not tolerate sexual harassment and provide them with relevant policy information. If a contracted service provider, individual, or agent is found to have committed sexual harassment, the agency will take appropriate actions to protect staff and service users, such as immediate contract termination or permanent cessation of collaboration.
- 3.7.3 Regular Review: This policy and its related measures shall be reviewed as needed or at least once every three years during the Head of Service' Meeting. In addition to scheduled reviews, the Deputy Director shall examine whether revisions are necessary following the conclusion of any related complaint investigation, to ensure effective prevention of sexual harassment.
- 3.7.4 Regular Training: The agency's central working groups (Staff Training and Development Group / Risk Management Group) shall regularly organize training sessions for staff on sexual harassment-related topics. Unit In-Charge shall also receive training on handling sexual harassment complaints. Units shall educate staff, members, volunteers, and other relevant parties on gender equality, mutual respect, and awareness of sexual harassment prevention through meetings, seminars, and information dissemination. Relevant personnel shall also be trained in complaint handling procedures.
- 3.7.5 Removal of Offensive Materials: Unit In-Charge shall regularly inspect and remove any items within the unit that may be associated with sexual harassment.

Hong Kong Children & Youth Services

Agency Policies and Regulations Administration

Guidelines for Handling Sexual Harassment

Code No. : AD0310

They shall also prevent inappropriate use of technology or social media that could lead to harassment.

3.7.6 Sexual Conviction Record Check Mechanism: The agency requires all prospective staff regardless of gender who will work with minors and/or individuals with mental incapacity to undergo a Sexual Conviction Record Check (SCRC) to confirm they have no criminal convictions listed in the specified register. If such services are provided by self-employed individuals, Unit In-Charge shall also request relevant records from them to conduct the necessary checks.

3.8 Exceptional Circumstances

This policy does not apply under the following conditions:

3.8.1 Complaints that are already subject to legal proceedings or fall under the scope of investigation by government departments.

3.8.2 Cases in which the complainant fails to cooperate with the procedures of the agency.

3.8.3 Complaints regarding incidents that occurred more than one year ago, where changes in the objective environment have made evidence collection difficult and may affect the progress or outcome of the case.

4 Reference: Equal Opportunities Commission – Sexual Harassment Prevention Resource Portal

5 Relevant Service Quality Standards (SQSs): Item 16

6 Annex

6.1 Annex 1: Flowchart for Handling Sexual Harassment Complaints

Agency Policies and Regulations
Administration

Guidelines for Handling Sexual Harassment

Code No. : AD0310

Annex1

Flowchart for Handling Sexual Harassment Complaints

