



處理查詢 / 訴求及要求 / 投訴的服務承諾 Performance Pledge for handling enquiries/requests/complaints

市建局致力提供快捷的公眾查詢、訴求/ 要求及投訴服務。本局希望所提供的各項服務能達致以下的目標：

	標準處理時間	最長處理時間 (複雜個案)
查詢	1個工作天內	5個工作天內
訴求及要求	5個工作天內	14個工作天內
投訴	14個工作天內	30個工作天內

如果本局未能於兩個工作天內回覆有關的查詢/ 訴求及要求/ 投訴，我們會發出認收函件。

The URA aims to provide a helpful and efficient service in the handling of public enquiries, requests and complaints. The target response times we aim to achieve are as follows:

	Standard Response Time	Maximum Response Time (for complicated cases)
Enquiries	Within 1 working day	Within 5 working days
Requests	Within 5 working days	Within 14 working days
Complaints	Within 14 working days	Within 30 working days

In case we cannot give replies to the public enquiries, requests and complaints within two working days, we will issue an interim reply for acknowledgement.