



# Dissatisfied? What to do?



Address : 14th floor, Queensway Government Offices, 66 Queensway, Hong Kong.  
Website : [www.cr.gov.hk](http://www.cr.gov.hk)  
e-Registry : [www.eregistry.gov.hk](http://www.eregistry.gov.hk)  
Cyber Search Centre : [www.icris.cr.gov.hk](http://www.icris.cr.gov.hk)  
Company Search Mobile Service : [www.mobile-cr.gov.hk](http://www.mobile-cr.gov.hk)  
Email : [crenq@cr.gov.hk](mailto:crenq@cr.gov.hk)  
Enquiry Hotline (IVRS) : (852) 2234 9933

## At Your Service

The Companies Registry aims to give the community a quality service and satisfy the needs of all our customers as efficiently and professionally as possible. We will deal with all complaints, whether written or verbal, fairly and expeditiously. Replies will be given within 10 calendar days after receipt of complaints. For complicated cases which require detailed investigation, an interim reply will be given.

### When a problem occurs, what can you do?

- ❑ If you are not happy with any aspect of our services, tell our staff of the relevant section. They will render assistance as far as practicable.
- ❑ If you are still not happy, contact the supervisor of the relevant section at the telephone number and address provided in the [Annex](#).
- ❑ If this does not satisfy your concern, please contact the officer in charge of the relevant section at the telephone number and address provided in the [Annex](#), or our Customer Services Manager at (852) 2867 4570 or by fax to (852) 2596 0585 or by email to [crenq@cr.gov.hk](mailto:crenq@cr.gov.hk).
- ❑ If you still feel that your case has not been dealt with adequately, you can write to the Registrar of Companies at the 14th floor of the Queensway Government Offices, 66 Queensway, Hong Kong.
- ❑ You can also provide your comments or lodge complaints by completing the Customer Suggestions / Comments Form available at all our service counters and website ([www.cr.gov.hk](http://www.cr.gov.hk)). Completed forms can be sent to us by post/fax/email or left in the suggestion boxes located on the 13th and 14th floors of the Queensway Government Offices, 66 Queensway, Hong Kong.
- ❑ You may also call the 24-hour enquiry hotline (852) 2867 2600 (handled by 1823). 1823 will forward your request or complaint to us for investigation and follow-up action.

## The Ombudsman

If you have contacted us about your grievances but are still dissatisfied, you can lodge a complaint with the Ombudsman. You can contact the Ombudsman at -

Address : The Office of The Ombudsman  
30/F., China Merchants Tower,  
Shun Tak Centre,  
168-200 Connaught Road Central,  
Hong Kong.

Hotline : (852) 2629 0555

Fax : (852) 2882 8149

Email : [complaints@ombudsman.hk](mailto:complaints@ombudsman.hk)

### Annex

Section	Address	Telephone Number (852)	
		Supervisor	Officer in Charge
<b>Queensway Government Offices, 66 Queensway, Hong Kong</b>			
New Companies Section	14/F	2867 2608	2867 4790
Deregistration Section	14/F	2867 4829	) 2867 2631
• Deregistration • Striking Off	14/F	2867 2607	
General Registration Section	12/F	2867 4557	2867 4562
Charges & Liquidation Section	13/F	2867 2907	2867 2611
Document Management Section	14/F	2867 2617	2867 2595
Public Search Section	13/F	2867 2579	2867 1466
Money Lenders Section	13/F	2867 2632	2867 2567
Enforcement Section for CO <sup>(Note 1)</sup>	13/F	2867 2610	2867 3407
<b>One Kowloon, 1 Wang Yuen Street, Kowloon Bay, Hong Kong</b>			
Registration Section for TCSP <sup>(Note 2)</sup>	Unit 1208	3678 5115	3678 5109
Enforcement Section for TCSP <sup>(Note 2)</sup>	Unit 1208	3678 5168	3678 5170

#### Notes:

1. CO - Companies Ordinance (Cap. 622)

2. TCSP - Trust and Company Service Providers