



香港聲學學會

Hong Kong Institute of Acoustics

**Seminar on
Experience sharing on complaints handling**

With the recent approval of the Shatin-Central Link project in May 2012, there are 5 railway projects being constructed at the same time in the territory along with other major civil projects such as Kai Tak Cruise Terminal and the Hong Kong-Zhuhai-Macau Bridge. The total cost of these railway projects alone is in excess of HK\$150 Billion. This is from 2 to 3 times more work than the Chek Lap Kok period.

Hong Kong is a small city, but the construction methods employed are world class, and so are the environmental and noise mitigation measures. However, it is unavoidable that nuisances will arise from the course of works for those fast-track projects, which may result in complaints from the local communities and stakeholders.

Apart from the much-needed construction for enriching Hong Kong's infrastructure, commercial and cultural activities are also common sources of noise which arouse people's concern while they are contributing dynamics to our tightly packed society.

HKIOA has invited the following members who are currently serving in the Environmental Protection Department to conduct a seminar about complaints handling and relevant case studies:

Mr. K.O. Chan, FHKIOA, Senior Environmental Protection Officer (Customer Services and Training)

Mr. C.L. Wong, FHKIOA, Senior Environmental Protection Officer (Regional East)

Mr. Michael Lam, MHKIOA, Environmental Protection Officer (Regional East).

This seminar aims to give an overview of the public's reaction to environmental noise, enhance the general practice of complaints handling and bring higher level of awareness to the environmental management practitioners. There will also be case studies to illustrate how Environmental & Acoustic professionals can be involved in avoiding and handling such complaints.

The details of the above seminar are:

Date: 14 Jan 2013
Time: 18:30 – 20:00 hr (Registration starts at 18:00hr)
Target participants & no.: Environmental Management Practitioners, 80 persons
Venue: LT 01, IVE, Morrison Hill, Wan Chai



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Please register using the following link by 09 Jan 2013: http://www.hkioa.org/Event/Experience_sharing.html

The seminar is jointly organized by HKIOA & IVE Student Branch of HKIOA and is free of charge for all members, related professionals, interested persons and IVE students. Registration is accepted based on a first-come first-served basis. As places are limited, confirmation email will be sent out on 10 Jan 2013 to the participants. A CPD certificate of attendance will be issued at the end of the seminar.

For enquiries, please contact Mr. M K Cheung, Email: mkcheung1010@gmail.com or Mr. Wilson Ho, Email: who2@wal.hk.

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20 Dec 2012