

## **Identification Services Bureau was Certified to Complaints Management System (ISO10002:2004) Standards**

In addition to the implementation of Quality Management System (hereinafter called ISO9001:2008), the Identification Services Bureau strives to improve the complaints handling process in order to optimize the quality system. The first certification to Complaints Management System (hereinafter called ISO10002:2004) for the entire Bureau was conducted in March 2009, and this Bureau was certified to ISO10002:2004 by the British Standards Institution in May 2009. In addition, this Bureau was certified to Complaints Management System ISO10002:2014 in 2014.

Through establishing a sound complaints management system, this Bureau can provide channels for citizens to express their suggestions, complaints or objections, listen to the citizens and take timely and appropriate actions. This Bureau aims for setting up a complaints management system that is citizen-oriented, consistent, systematic and promptly responsive, so as to enhance the quality of external services and thus achieve continuous improvement in our own working performance.

Identification Services Bureau

1 April 2016