Complaint Form

This form is used to make a complaint about an Individual Member of AICB. All details must be completed.

If you are completing this form electronically, first save the form to your computer. Print your completed form, sign and send it to the office of the Institute.

1. YOUR DETAILS	
Name/ Committee Name	
Organisation (if appropriate)	
Address	
Email	
Phone	

2. WHO ARE YOU COMPLAINING ABOUT?	
AICB Member's name	
AICB Member's Address	
Organisation (if appropriate)	
Organisation's Address (if appropriate)	
Nature of relationship (e.g. client, employer, employee)	

3. DETAILS OF YOUR COMPLAINT
Please explain, as clearly as possible, your complaint. You should set out, in chronological order, the facts or circumstances giving rise to your complaint.

4. LIST OF SUPPORTING EVIDENCE

Please list and attach all relevant documents which support your complaint. If you have not attached any documents, please explain why.

5. OTHER INFORMATION

5.1 Have you taken up your complaint with the AICB Member concerned or the employing organisation prior to lodging this form?   Yes ☐   No ☐

If Yes, please give a brief summary of the actions taken and the outcome.

5.2 Are there any court proceedings, whether planned or ongoing, linked to your complaint?
Yes ☐   No ☐

If Yes, please give details including the dates of any forthcoming hearings.

5.3 Have you lodged a complaint or referred this matter to any statutory or regulatory body or other professional body?   Yes ☐   No ☐

If Yes, please state the body with which the complaint has been lodged and the outcome.

6.   CONSENT

I/We understand and agree what a copy of this complaint and any further correspondence and documents I/we submit during the course of the investigation, may be disclosed to:

- the HDC member concerned；
- HDC's commmittees, tribunals and staff involved in the disciplinary process；
- statutory authorities or regulatory bodies as required by law；and
- others relevant third parties.

I/We understand what my personal data as provided in this form may be processed by HDC in the manner as set forth in HDC's "Personal Data Protection Notice for Trainees and Other Individuals" as provided (overleaf) which following link（ www.hdc.org.mm） and consent to the processing of my personal data as detailed in the said Notice.

"

Signature	
Position (where applicable)	
Organisation (where applicable)	
For and on behalf of (where applicable)	
Date	

7.   UNDERTAKING

I/We hereby agree and undertake to maintain and ensure absolute confidentiality of this complaint and all matters related to this complaint. We will undertaking from the generality of the foregoing undertaking ,I/we agree and undertake not to divulge in any way this complaint or matters related to it to any person or body unless required by law.

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Please send your complaint form and supporting documents to:
"
Chief Executive
Asian Institute of Chartered Bankers
Levels 11 & 12
Bangunan HDC, 10 Jalan Dato' Onn
50480 Kuala Lumpur