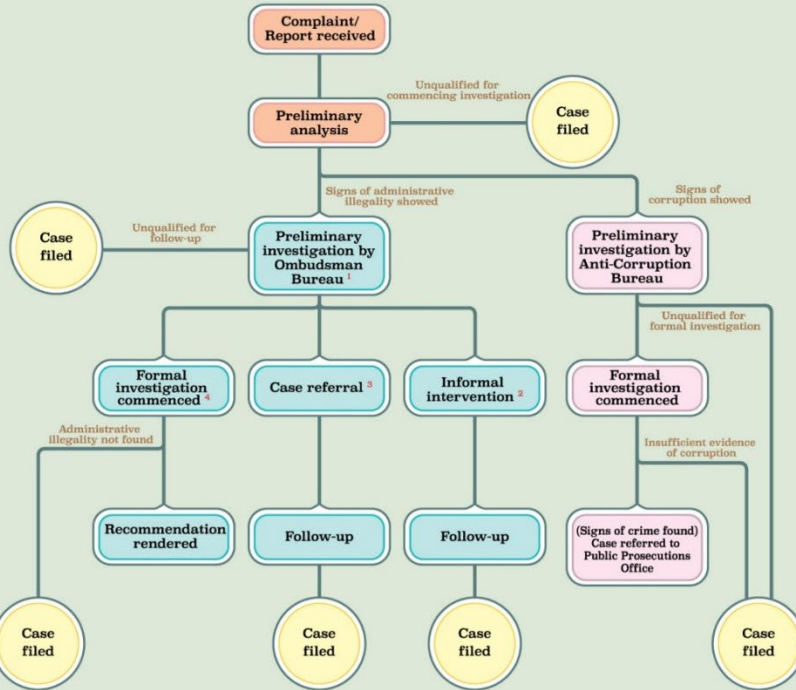


**PART VIII**  
**APPENDICES**

# APPENDIX I

## The CCAC's Complaint Handling Procedure



### Notes:

#### <sup>1</sup> Preliminary investigation by Ombudsman Bureau

It is conducted under the stipulation of Law no. 10/2000 (*Commission Against Corruption of the Macao Special Administrative Region*) and the *Administrative Procedure Code*. In particular, the principle of defense shall be observed. That is, both the complainant and the complained side have the chance of pleading.

#### <sup>2</sup> Informal intervention

If the procedure has not been completed or the relevant act has not yet entered into effect, the CCAC will guide the relevant departments or entities in this way so that they will make prompt correction.

#### <sup>3</sup> Case referral

In some cases, since the relevant administrative departments are the competent departments that possess related information (the CCAC only has the information provided by the complainants, which may not be sufficient or detailed), it is appropriate for the relevant departments to handle the cases according to statutory procedures. With the complainant's consent, the CCAC will refer these cases to the competent departments or entities and will follow up their progress.

#### <sup>4</sup> Formal investigation

Due to the severity of the case and the scope involved, the CCAC will commence a formal investigation. Under Subparagraph 13) of Article 4 of Law no. 10/2000 (*Commission Against Corruption of the Macao Special Administrative Region*), the CCAC directly renders recommendation to the competent administrative department for the purpose of rectifying illegal or unfair administrative acts or procedures. Under Article 12 of the same law, in case of non-acceptance of any recommendation, under normal circumstances, the competent department or entity shall give the CCAC its reasoned reply within 15 working days. Meanwhile, the CCAC may also report the case to the Chief Executive or reveal it to the public after communicating with the hierarchical superior or supervisory entity of the competent department or entity about the situation.

## APPENDIX II

