

**Details of Complaints about Charitable Fund-raising Activities
Received by TELA between 2005 and 2009**

Calendar year	District	Nature of complaint	Number of substantiated complaints	Follow-up action
2005	Tai Po	<ul style="list-style-type: none"> ● Selling lottery tickets in an intrusive manner ● Unable to respond to enquiries made by passers-by 	1	A verbal warning was issued to the Organisation by the Department.
	Wan Chai	<ul style="list-style-type: none"> ● Selling lottery tickets at unauthorised locations 	1	A warning letter was issued to the Organisation by the Department.
	Southern District and Central & Western District	<ul style="list-style-type: none"> ● Selling lottery tickets at unauthorised locations 	1	A warning letter was issued to the Organisation by the Department.
	Wan Chai	<ul style="list-style-type: none"> ● Selling lottery tickets at unauthorised locations 	1	A warning letter was issued to the Organisation by the Department.
2006	Yau Tsim Mong	<ul style="list-style-type: none"> ● Roadside fund-raising activities were too frequent, causing nuisance 	0	The Department would take the opinion into consideration when handling applications in future.
	Kwai Tsing	<ul style="list-style-type: none"> ● Suspected unauthorised fund-raising activity 	0	The Organisation replied that the activity was not a lottery activity and that a Public Subscription Permit had been obtained.
	Tsuen Wan and Wan Chai	<ul style="list-style-type: none"> ● Unauthorised selling of lottery tickets on public streets 	1	A warning letter was issued to the Organisation by the Department.

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2007	Sha Tin	<ul style="list-style-type: none"> ● Selling lottery tickets in a coercing manner 	1	A warning letter was issued to the Organisation by the Department.
2008	Sha Tin	<ul style="list-style-type: none"> ● Unauthorised selling of lottery tickets in a private place 	0	The place was a public street, and the Organisation was authorised to conduct the selling.
	Not applicable	<ul style="list-style-type: none"> ● Recruiting staff to conduct roadside lottery sale 	0	The complaint involved a violation of licence condition of the lottery licence and was referred to the Police for investigation. Police investigation concluded that there was no offence.
	Central & Western District	<ul style="list-style-type: none"> ● Occupying too much area of the pavement 	0	The Department would take the opinion into consideration when handling applications in future and remind applicants not to cause nuisance to the passers-by when selling lottery tickets.
2009	Eastern District	<ul style="list-style-type: none"> ● Selling lottery tickets in an intrusive manner ● Selling lottery tickets in a loud voice 	1	A warning letter was issued to the Organisation by the Department.

Calendar year	District	Nature of complaint	Number. of substantiated complaints	Follow-up action
	Yau Tsim Mong	<ul style="list-style-type: none"> ● Suspected defalcation by the volunteers ● Selling lottery tickets at unauthorised locations ● Selling lottery tickets in an intrusive manner 	1	The first complaint involved criminal act; however, follow-up actions could not be taken as the complainant refused to provide further information to the Police. As regards the second and third complaints, a warning letter was issued to the Organisation by the Department.
	Not provided by the complainant	<ul style="list-style-type: none"> ● Suspected unauthorised fund-raising activity 	0	The Organisation replied that no lottery activity was involved in the charity sale activity and that the activity had been approved by the Food and Environmental Hygiene Department.
	Eastern District	<ul style="list-style-type: none"> ● Unauthorised selling of lottery tickets on public streets 	1	No charge was made after police investigation.
	Southern District	<ul style="list-style-type: none"> ● Roadside fund-raising activities were too frequent, causing nuisance 	0	The Department would take the opinion into consideration when handling applications in future.