

**Number of complaints
in the food and beverage services industry, and the accommodation services industry
under ESLS from 4 September 2023 to 30 September 2025
a breakdown by major complaint items**

Food and Beverage Services Industry

Major complaint items	Number of Complaints		
	4 September to 31 December 2023	2024	2025 (as at 30 September)
1. Employer displacing local employees by imported workers	-	13	225
2. Employer failing to meet the manning ratio requirement	-	-	85
3. Work arrangements of imported workers	1	7	57
4. Employment right and benefits of imported workers	-	4	41
5. Others	-	5	38
Total [@]	1	29	446

[@] Since a complaint may involve more than one complaint item, the sum of the complaint items may not equal to the total number of complaints.

Accommodation Services Industry

Major complaint items	Number of Complaints		
	4 September to 31 December 2023	2024	2025 (as at 30 September)
1. Employer displacing local employees by imported workers	-	-	1
2. Employer failing to meet the manning ratio requirement	-	-	-
3. Work arrangements of imported workers	-	-	1
4. Employment right and benefits of imported workers	-	-	-
5. Others*	-	-	3
Total @	-	-	5

@ Since a complaint may involve more than one complaint item, the sum of the complaint items may not equal to the total number of complaints.

* For example: providing false information to LD during application.