

Labour Department to launch online occupational safety complaint platform

The Labour Department (LD) today (March 19) launched an online occupational safety and health (OSH) complaint platform so that employees and members of the public can report to the department unsafe operations and environments at workplaces by using online forms accessible to mobile electronic devices or computers.

"The new online platform launched today enables employees and members of the public to lodge complaints against OSH malpractices more expeditiously and conveniently, so that the LD can take prompt action to prevent accidents. The interface of the new online platform is simple and easy to use.

Complainants can lodge complaints by filling out an online form on the LD's website (www.labour.gov.hk) and uploading photos, videos or voice records through the use of mobile devices like smart phones and tablets," a spokesman for the LD said.

Upon the receipt of complaints, the LD will, having regard to their nature and content, arrange inspections of the workplaces concerned as soon as practicable for targeted investigations and follow-up actions. The LD has arranged to deploy the necessary manpower to meet the needs of the investigation and follow-up work.

In addition to this new online platform, members of the public can still lodge complaints through existing channels including email (enquiry@labour.gov.hk), the LD's OSH complaint hotline (2542 2172) or 1823.

"Enhancement of OSH at the workplace calls for concerted efforts of both employers and employees. The LD reminds workers to follow and comply with the safety requirements set out by their employers. Employees are also urged to stay vigilant to their surroundings while at work, and report any unsafe operations and work environment immediately to the LD. As employees are most familiar with the potential hazards in their daily workplace, the information they provide is crucial to the improvement of workplace safety. It not only protects their own safety and that of other workers, but also puts the minds of their family members at ease," the spokesman added.

All complaints will be treated in the strictest confidence. "Except in conditions prescribed by the law, the LD will not disclose the complainants' identity nor the fact that a workplace inspection is complaint-related," the LD spokesman emphasised.

To further promote the new online complaint platform, the LD has produced a new Announcement in the Public Interest (API) for broadcast on TV and radio stations. The department will continue to conduct surprise inspections and special enforcement operations to stem work safety malpractices.