

TRADITIONAL CHINESE MEDICINE PRACTITIONERS BOARD

INSTRUCTIONS ON PUTTING UP A STATUTORY DECLARATION

- 1 Before you proceed to lodge a complaint against a registered TCM practitioner, please ensure that there is **a cause of action**. (Please note that the TCM Practitioners Board is only empowered to deal with complaints pertaining to the conduct of registered TCM practitioners. If you have any doubts, please call 6355-2488 to clarify.)

Causes of Actions (non-exhaustive) include:

- a) Professional negligence or misconduct;
 - b) Complaints relating to issues of medical ethics and standards;
 - c) Complaints relating to the physical and mental fitness of the registered TCM practitioner to practise the prescribed practice of TCM.
- 2 Fill up the particulars in the Statutory Declaration form provided. The full name of the registered TCM practitioner (in English and Chinese) complained against must be stated.
- 3 Failure to complete the Statutory Declaration form correctly may cause the complaint to be rejected. You will need to re-submit an acceptable Statutory Declaration.
- 4 Please include these words at the top of the page of your written complaint:

<p style="text-align: center;"><i>This is the document marked "A" referred to in the Statutory Declaration</i></p> <p style="text-align: center;">of _____ affirmed/sworn before me.</p> <p style="text-align: center;"><i>(Name of complainant)</i></p> <p style="text-align: right;">_____ <i>(Signature of Justice of Peace, Notary Public or other officer empowered by law to administer oaths, affirmation or affidavits)</i></p>

The Justice of Peace, Notary Public or other officer empowered by law to administer oaths, affirmation or affidavits must sign this portion.

You are encouraged to cover the following in your letter of complaint:

- a) Facts and chronological events of the case;
- b) Complaints against the registered TCM practitioner;
- c) Medical records and/or medial reports, if any.

Please note that the letter of complaint must be in English. Authenticated English translations must be submitted if they are in other languages.

- 5 Please submit your letter of complaint and the endorsed Statutory Declaration to:

**The Registrar
TCM Practitioners Board
81 Kim Keat Road #09-00
Singapore 328836**

- 6 The Board will acknowledge the receipt of your complaint and inform you of the outcome of its decision in due course. Investigations may take up to 3 months in most cases, and longer in others. It is the prerogative of the Board to decide whether a complaint should be heard in person and no complainant has the right to be present during the investigation. The Board cannot divulge confidential information at any point during the investigation.

中医管理委员会
呈交法定声明书指引

(Instructions On Putting Up A Statutory Declaration)

- 1 在您进行投诉之前，请确保您有**采取投诉行动的原因**。（请注意：中医管理委员会只有权力处理有关注册中医执业者行为的投诉。如有疑问，请拨电话 6355 2488 询问。）

采取投诉行动的原因包括（但不止于）下列：

- a) 专业上的疏忽或不良行为；
- b) 有关医疗道德或医疗水平的投诉；
- c) 有关注册中医执业者在身体上或精神上是否适合从事中医执业的投诉。

- 2 填妥附上的**法定声明书**，书上必须清楚填写被投诉的注册中医执业者的中英文姓名。（法定声明书必须以英语填写，并由太平局绅、受法律上委托的公证人或宣誓官亲自鉴证签名。）

- 3 没有正确完整填妥的法定声明书可能被拒绝，您可能需要重新呈上一份可以被接受的法定声明书。

- 4 请在您所呈交的投诉信的上端加上下列条文（以英语书写）：

<p><i>This is the document marked "A" referred to in the Statutory Declaration</i></p> <p>of _____ <i>affirmed/sworn before me.</i></p> <p style="text-align: center;"><i>(Name of complainant)</i></p> <p style="text-align: right;">_____</p> <p style="text-align: right;"><i>(Signature of Justice of Peace, Notary Public or other officer empowered by law to administer oaths, affirmation or affidavis)</i></p>
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上述的条文必须由鉴证的太平局绅、受法律上委托的公证人或宣誓官亲自签名。

您的投诉信应尽量包含下列各项：

- a) 按照日期时间次序，将发生的事件照实记录下来；
- b) 清楚写出对注册中医执业者的投诉；
- c) 所有的医疗记录、医疗报告等。

投诉信必须以英语书写。如果是用中文书写，您必须呈交经鉴定的英语翻译。

- 5 请将您的投诉信和经鉴证的法定声明书寄到下列地址：

**The Registrar
TCM Practitioners Board
81 Kim Keat Road #09-00
Singapore 328836**

- 6 管委会会回信确认签收您的投诉，并会在处理投诉后通知您对有关投诉的决定。大多数的投诉需要至少三个月或更长的时间来处理。管委会有权决定是否要对投诉进行听证会。投诉者无权在管委会进行调查时现身或插手。管委会也不能在进行调查的任何时间泄漏任何机密信息。

OATHS AND DECLARATIONS ACT (Cap 211)

STATUTORY DECLARATION

I _____
NRIC/Passport No. _____ Occupation _____
Address _____

do solemnly and sincerely declare that in accordance with Regulation 3(2) of the Traditional Chinese Medicine Practitioners (Investigation of Complaints) Regulations 2001 that the contents of the documents attached and marked "A" is my complaint against the conduct of

_____ of _____
(Name of TCM practitioner) (Full name and address of workplace)

and I make this solemn declaration by virtue of the provisions of the Oaths and Declarations Act (Cap 211), and subject to the penalties by that Act for the making of false statements in statutory declarations, conscientiously believing the statements contained in this declaration to be true in every particular.

(R.T.P. / Signature of Declarant)

Declared before me at Singapore
this _____ day of _____

Interpreted by

Justice of the Peace, Notary Public or other officer
empowered by law to administer oaths, affirmation or affidavits