

Chapter 4

Customer Services



The Department is committed to developing and maintaining a highly-motivated, caring and responsive workforce and keeps finding ways to better its performance through a customer-focused approach when delivering its services.

Performance Pledges

Processing of Applications

In 2025, the Department's actual performance in meeting the various targets set for processing time is set out below:

Types of Applications	Standard Processing Time	Performance Targets	Actual Performance in 2025
Civil Legal Aid	Within 3 months from the date of application	85%	89%
Criminal Legal Aid Appeals			
- Appeal against sentence	Within 2 months from the date of application	90%	84%
- Appeal against conviction	Within 3 months from the date of application	90%	90%
Trials in the Court of First Instance of the High Court / District Court	Within 10 working days from the date of application	90%	98%
Committal proceedings	Within 8 working days from the date of application	90%	97%

Payment to Aided Persons and Service Providers

In 2025-2026, the Department paid out \$1,003.4 million to lawyers / experts / other parties and \$901.0 million to legally aided persons. During the year, the Department exceeded all performance targets on payment:

Payment Targets	Service Delivery Standard	Performance Targets	Actual Performance in 2025
Aided Persons	Interim Payment Within 1 month from receipt of monies due to the aided person and / or receipt of estimation of costs from the assigned solicitor, whichever is appropriate.	95%	98%
	Final Payment Within 6 weeks from date of agreement of all costs and disbursements related to the case, and receipt of all monies due to the aided person and the Director of Legal Aid.	95%	99%
Lawyers / Experts / Other Parties	Advance Payment Within 6 weeks from receipt of bill.	95%	99%
	Balance Payment Within 6 weeks from date of agreement of all costs and disbursements related to the case, or receipts of all monies due to the aided person and the Director of Legal Aid, whichever is later.	95%	99%

Customer Feedback

With a view to enhancing our provision of services to the public, the Department regularly conducts comprehensive surveys on customer feedback on different aspects of the legal aid services. The surveys cover application and processing procedures for legal aid and the Department's in-house litigation services. Different methodologies such as on the spot collection and mail surveys have been used depending on the points of contact and on the stages and types of services rendered to customers. The overall customer satisfaction level remained high in 2025. The charts at [Appendix 2](#) illustrate the major findings of the survey on customer feedback.

幸運地申請到又得到你們的幫助，此時頓覺得人生有點希望及人間溫暖！……成功與否，我亦得到你們同事細心聆聽我的聲音和親切的不氣餒工作精神和幫忙，使事件好不容易地完成，我真的要親口／親筆的說聲多謝！……多謝你們忠誠努力幫助別人的精神。

感謝貴署對本人的緊急個案援助申請的重視及為個案作出了短時間的迅速處理。特別感謝……尤律師對本人的申請和訴求……給予了支持和寶貴的援助，讓本人能在家事法庭的訴訟中有法律支援。

Miss Yu has been very kind, helpful, responsible, attentive and deals with the applicants seriously.....

在整個過程中，鄭小姐不僅專業而且耐心，始終以細心周到的態度為我解答疑問、提供建議，讓我感到安心和信任。她的幫助對我意義重大，再次衷心感謝她的付出。

在此感謝及贊揚阮女士在過去三個月就本人申請法律援助的幫忙。阮女士在整個會面過程中非常專業，令我很窩心。

Very professional and efficient in handling my concern. I am so thankful!

You're making a real difference in the lives of those with need it most, and that's something to be proud of..... appreciated.

Thank you so much for the good service and being kind every time.....

Ms Tsang, thanks to your effective co-ordination throughout the process..... your extended patience & consideration are highly appreciated.

多謝法律援（援）助署的幫助，給予一個合理的訟費金額……特別鳴謝負責本人案件的律師、訟費小組成員馬小姐以及金小姐。

收到您們幫忙之下而收到的部（分）款項，收到的那刻非常感激，也呈現出您們需要處理厚厚的文件，真的不容易。辛苦您們了！明白大家生活當中都會有不如意的事發生，希望大家都會真心珍惜身邊曾經幫忙過的人……再次感謝您們帶來的支持和溫暖。

Customer Service Initiatives

Enquiries, Complaints and Representations

The Department places great importance on enquiries, complaints and representations received from our customers. Customers' concerns and suggestions are viewed by the Department as a means of improving its service and ensuring the fulfillment of its statutory functions. The Departmental Customer Service Manager, who is a senior directorate, would meet with a team of Assistant Customer Service Managers and Officers regularly to review feedback on our services and recommend follow up actions where necessary.

Complaints

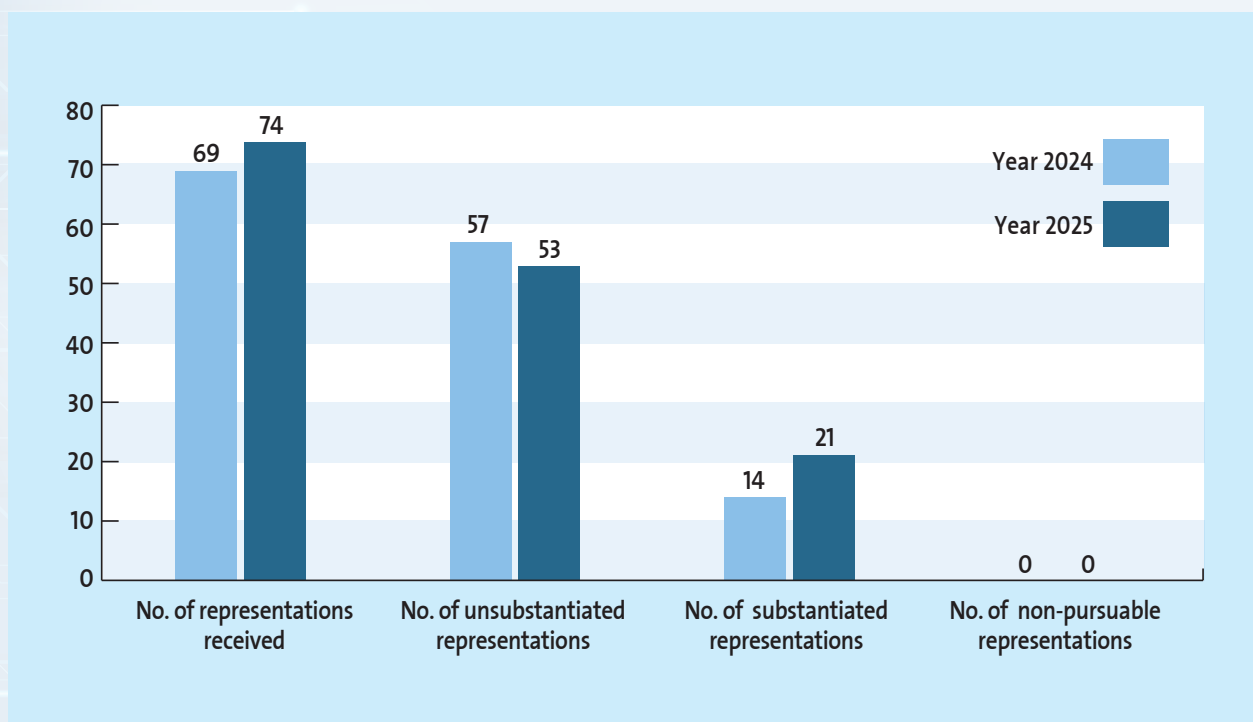
The Assistant Director of Legal Aid (Policy and Development) is the designated Complaint Liaison Officer to coordinate the handling of all the complaints received. Members of the public may lodge complaints in person with the Customer Service Officers of individual sections or by telephone or in writing to the Department by post, email or by fax. All complaints received will be handled according to the Department's complaint handling mechanism which is in compliance with the Government's general complaint handling guidelines. The Department will investigate and handle all complaints impartially and expeditiously. In general, an acknowledgement will be given within 10 days after the receipt of a complaint, and a substantive reply will be given within 30 days.

Representations

To qualify for legal aid, an applicant must pass both the means and merits tests. If anyone believes that a person should not have been given legal aid on means and / or merits, he can write to us and let us know the reasons. The Application and Processing Division is responsible for conducting review of representations against grants of legal aid on merits. Representations against grants of legal aid on means are handled by the Special Duties and Research Unit. The Department has published a leaflet to explain the investigation system and to address frequently asked questions. Please visit https://www.lad.gov.hk/eng/documents/ppr/publication/Not_Happy_en.pdf to view the leaflet.

In 2025, the Special Duties and Research Unit received 74 representations against grants of legal aid on means and completed investigation in 74 cases. 6 cases were referred to the police for investigation as to whether any offence was committed under Section 23 of the Legal Aid Ordinance, Cap. 91, and under Section 18A of the Theft Ordinance, Cap. 210 and / or Section 36 of Crimes Ordinance, Cap. 200.

Means Representation Received and Outcomes of Investigation Concluded in 2024 and 2025:



LAD's Hotline Service - the Interactive Voice Response System

The Department's hotline service provides a fast and convenient means for the public to learn about legal aid services. It has pre-recorded messages in Cantonese, Putonghua and English on different aspects of legal aid services. The popular ones are application procedures, eligibility criteria for civil and criminal legal aid, the aided person's liability to contribute towards the costs of aided proceedings etc. For further information, callers can speak to a staff member of the Department who will answer their enquiries during office hours.