

## First Level Complaint

If you wish to make any comment(s) or lodge complaint(s) *for the first time* regarding the services provided by HKEAA, you may contact the appropriate contact point(s) and/or division(s) given below:

### Public Examinations

<b>Public Examinations Information Centre</b> <b>Matters related to the administration of HKDSE, LPA, HKCEE, HKALE</b>			
Tel:	(852) 3628 8860	Fax:	(852) 3628 8928
Email:	HKDSE: <a href="mailto:dse@hkeaa.edu.hk">dse@hkeaa.edu.hk</a>	LPA: <a href="mailto:lpa@hkeaa.edu.hk">lpa@hkeaa.edu.hk</a>	
	HKCEE: <a href="mailto:ce@hkeaa.edu.hk">ce@hkeaa.edu.hk</a>	HKALE: <a href="mailto:al@hkeaa.edu.hk">al@hkeaa.edu.hk</a>	
	International Recognition: <a href="mailto:international@hkeaa.edu.hk">international@hkeaa.edu.hk</a>		
Address:	12/F, Southorn Centre, 130 Hennessy Road, Wan Chai, Hong Kong ( <a href="#">Location Map</a> )		
Counter and hotline services:	8:30am to 5:30pm (Mon to Fri); Closed on Saturdays, Sundays and Public holidays		

### Other Examinations

<b>International and Professional Examinations</b>			
Tel:	(852) 3628 8787	Fax:	(852) 3628 8790
Email:	<a href="mailto:ie@hkeaa.edu.hk">ie@hkeaa.edu.hk</a>		
Address:	3/F, 17 Tseuk Luk Street, San Po Kong, Kowloon ( <a href="#">Location Map</a> )		
General Office hours (unless separately announced): Monday – Friday: 8:30am – 5:30pm			
For more information on specific international and professional examinations, please click <a href="#">here</a> .			

## Territory-wide System Assessment (TSA)

For assessment administration matters:

Tel:	(852) 3628 8191 (Secondary)	Email :	<a href="mailto:tsa1@hkeaa.edu.hk">tsa1@hkeaa.edu.hk</a>
	(852) 3628 8181 (Primary)		

For technical support related to online services:

Tel:	(852) 3628 8177	Email:	<a href="mailto:tsa@hkeaa.edu.hk">tsa@hkeaa.edu.hk</a>
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For subject and assessment related matters:

Tel:	(852) 3628 8188	Email:	<a href="mailto:tsa2@hkeaa.edu.hk">tsa2@hkeaa.edu.hk</a>
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## Publications

Tel:	(852) 3628 8263	Fax:	(852) 3628 8291
Email:	<a href="mailto:pu@hkeaa.edu.hk">pu@hkeaa.edu.hk</a>		
Address: G/F, Tseuk Luk Street, San Po Kong, Kowloon ( <a href="#">Location Map</a> )			
Online Bookstore: <a href="https://online.hkeaa.edu.hk">https://online.hkeaa.edu.hk</a>			

## Recruitment

<b>General Appointment</b>			
Tel:	(852) 3628 8338	Fax:	(852) 3628 8390
Email:	<a href="mailto:recruit@hkeaa.edu.hk">recruit@hkeaa.edu.hk</a>		
Address:	13/F, Southorn Centre, 130 Hennessy Road, Wan Chai, Hong Kong ( <a href="#">Location Map</a> )		

**Exam Personnel**

Tel:	(852) 3628 8860	Fax:	3628 8928
Email:	<a href="mailto:epo@hkeaa.edu.hk">epo@hkeaa.edu.hk</a>		
Address:	13/F, Southorn Centre, 130 Hennessy Road, Wan Chai, Hong Kong ( <a href="#">Location Map</a> )		

Staff of the division(s) concerned will give due attention to your comments or complaints and respond to you in a timely manner. For details about our service pledge, please click [here](#).