

Principles for the Handling of People's Written Complaints by the Control Yuan	
Handling Method	Standards
1) Assigned Investigation	Major violations and misconduct involving the work or facilities of civil servants or agencies (institutions); Serious violations involving torture, human rights violations, or any form of discrimination.
2) Commissioned Investigation	Where the circumstances of the case require further information, it shall be commissioned to the relevant agency (institution) or its superior (competent) authority for investigation.
3) Collecting information and sending letter for clarification	If the case requires or if so directed by a member, the relevant agency (institution) is required to clarify facts, doubts, and relevant legislation.
4) Sending to the relevant agency (institution) for reference or direct reply to the complainant	<ol style="list-style-type: none"> <li>1. The case is a recommendation in nature or for reference only with regard to the work or measures of the relevant organ (institution).</li> <li>2. The complainant did not know or misunderstood facts, laws, or administrative procedures regarding the case.</li> </ol>
5) Submission to National Human Rights Commission	<ol style="list-style-type: none"> <li>1. The case is to be handled by the National Human Rights Commission in accordance with the law.</li> <li>2. Complaints regarding the same case have been handled by the National Human Rights Commission previously.</li> </ol>
6) Submission to Other Committees	<ol style="list-style-type: none"> <li>1. The content of the complaint involves the work and facilities of the Executive Yuan and its ministries, which are related to policy, professional, or public interest, and other cases of corrective nature.</li> <li>2. Complaints regarding the same case have been handled by the relevant committee previously.</li> </ol>
7) Sending to Original Investigating Member for Approval and Opinion	<p>After the investigation has been completed and subsequent complaints regarding the same fact have been submitted to the Control Yuan.</p> <p>(Note: Should the original investigating member have left their position, it shall be sent to the original assisting investigator; Should the original assisting investigator have also left their position, it shall be sent to the Department of Supervisory Investigation, which shall assign another investigator to sign.)</p>
8) Sending to Original Submitting Member for Handling	After a submission for correction or impeachment has been established and subsequent complaints regarding the same fact have been submitted to the Control Yuan.
9) Consolidated Handling	<ol style="list-style-type: none"> <li>1. The same case is under investigation by a member.</li> <li>2. The report on the same case is currently being presented.</li> </ol>
10) Consolidated and Pending Reply	The same case has been commissioned for investigation by the relevant agency (institution) and is awaiting reply, with no new evidence presented by subsequent complaints.
11) Direct Reply to Complainant	<ol style="list-style-type: none"> <li>1. The person or agency (institution) the complaint pertains to has been found to have committed no violation.</li> <li>2. The case pertains to a person not within the scope of the Control Yuan's powers.</li> </ol>

	<ol style="list-style-type: none"> <li>3. The complaint pertains to matters not within the scope of the Control Yuan's powers.</li> <li>4. Cases involving petitions, litigation, or other relief procedures that should be filed with superior or judicial organs.</li> <li>5. Cases where the complaint has not been filed in accordance with petition, litigation, or other relief procedures, or where the complainant has decided to forgo their rights.</li> <li>6. The case has entered administrative relief or judicial or military deliberative proceedings.</li> <li>7. The same case has been sent to the competent or relevant agency (institution).</li> <li>8. Cases where the dereliction of duty or malfeasance by a public servant or agency (institution) is not clearly specified.</li> <li>9. Cases where the content of the complaint is not clear or the attached information is incomplete, and information should be supplemented or submitted.</li> <li>10. In cases determined by judicial judgment where the complainant has, in their own right, acknowledged that there is a case for re-trial or extraordinary appeal, and has failed to seek relief in accordance with procedures prescribed by law and lodged a complaint with the Control Yuan.</li> </ol>
12) Filing for Reference	<ol style="list-style-type: none"> <li>1. An official reply has been issued repeatedly for the same case with constant subsequent complaints lacking new evidence.</li> <li>2. Cases where the complaint consists of empty, absurd, or insulting remarks.</li> <li>3. Documents submitted anonymously or in duplicate.</li> </ol>
13) Sending to Relevant Committee for Deliberation	Where it is in dispute whether or not a case is actually the same as a previous case.