

The Complaint Filing Guidelines

1. The Complainant should submit the Complaint Form (including the Complaint Transmission Cover) and annexes (to the extent available in that form) in electronic form by email to the HKIAC.

Fill in the [Complaint Form C-CN](#) and submit it as an attachment to the email address cndomain@hkiac.org.

2. The Complainant shall provide a copy of the Complaint (including Complaint Transmission Cover and annexes) to CNNIC and the concerned Registrar and/or the Agency at the same time as it submits its Complaint to the HKIAC.
3. The Complainant shall pay to the HKIAC an initial fixed fee, in accordance with the HKIAC's Supplemental Rules for CNNIC DRP, within the time and in the amount required.
4. The Complainant should read the following Policy and Rules before submitting a Complaint.
 - CNNIC ccTLD Dispute Resolution Policy ([The Policy](#))
 - CNNIC ccTLD Dispute Resolution Policy Rules ([The Rules](#))
 - CNNIC ccTLD Dispute Resolution Policy ([The Supplemental Rules](#))

If you have further queries, you may contact us via email cndomain@hkiac.org or directly contact the Hong Kong International Arbitration Centre.