

J. HOMAN LTD.

Unit 816, Lippo Sun Plaza, 28 Canton Road,
Tsim Sha Tsui, Hong Kong.

TEL : (852) 2759 1823
FAX : (852) 2758 5152

Grievance Procedure

J. Homan Ltd. has established this grievance procedure to hear concerns about circumstances in its operations, statements, supply chain procedures or OECD supply chain involving diamonds, lab-grown diamonds, colored gemstones and precious metals from conflict-affected and high-risk areas.

William Chow is responsible for implementing and reviewing this procedure.

Concerns can be raised by interested parties via fax, email or telephone to:

William Chow
Tel: (852) 2759 1823
Fax: (852) 2758 5152
Email: william.chow@jhoman.com.hk

On receiving a complaint, we will aim to:

- get an accurate report of the complaint;
- explain our complaints procedure;
- find out how the complainant would like it handled;
- decide who is the appropriate person internally to handle the complaint, or help redirect the complaint to another entity, such as the relevant supplier, or a relevant industry body;
- where the issue can be handled internally, seek further information where possible and appropriate;
- identify any actions we should take, or monitor the situation;
- advise the complainant of any decisions or outcomes; and
- keep records on complaints received, and the internal process followed, for at least five years.

Signed/endorsed: 

William Chow
C.E.O.
May 2026