

## **MyCC Guidelines on Complaint Procedures**

These Guidelines are not a substitute for the Act or any Regulations made under thereto. These Guidelines may be revised should the need arises. The examples given in these Guidelines are for illustrative purposes only. They are not exhaustive, and do not set a limit on the investigation and enforcement activities of the MyCC. In applying these Guidelines, the facts and circumstances of each case will be considered. Persons in doubt about how they and their commercial activities may be affected by the Act may wish to seek legal advice.

The MyCC would advise enterprises to conduct a self assessment exercise of their businesses in respect of their conduct, procedures, management and control. They should also have competition compliance procedures in place for all their employees at all levels, including Board of Directors.

### **1. Introduction**

In accordance with Section 66 of the Competition Act 2010 (the Act) the Malaysia Competition Commission (MyCC) is empowered to issue and publish guidelines for the better carrying out of the provisions of the Act. For the purpose of assisting those who wish to lodge complaints about infringements of the prohibitions under the Act, the MyCC has issued this Guideline on Complaint Procedures.

### **2. Application of the Competition Act 2010**

The Act applies to anyone involved in any commercial activity within Malaysia. It also applies to any commercial activity transacted outside Malaysia which has an effect on competition in any market in Malaysia. However the Act does not apply to activities regulated under the following legislation:

1. The Communication and Multimedia Act 1998
2. The Energy Commission Act 2001

The Act applies to enterprises involved in any commercial activity. Commercial activity is defined as any activity of a commercial nature but does not include –

- (a) Any activity, directly or indirectly in the exercise of government authority;
- (b) Any activity conducted based on the principle of solidarity; and
- (c) Any purchase of goods or services not for the purposes of offering goods and services as part of an economic activity.

There are two prohibitions provided in the Act. The first is in section 4, which describes prohibited horizontal and vertical agreements including agreements to fix prices and share markets. The second is in section 10, which prohibits an enterprise from engaging, directly or indirectly in any conduct which amounts to an abuse of a dominant position.

### **3. Exclusion**

There are certain activities to which the prohibitions under section 4 and section 10 do not apply . These are:

- (a) An agreement or conduct to the extent to which it is engaged in in order to comply with a legislative requirements;
- (b) Collective bargaining activities or collective agreements in respect of employment terms and conditions and which are negotiated or concluded between parties which include both employers and employees or organization established to represent the interests of employers or employees.
- (c) An enterprise entrusted with the operations of services of general economic interest or having the character of a revenue-producing monopoly in so far the prohibitions under the said sections would obstruct the performance, in law or in fact, of the particular task assigned to that enterprise.

Please note that an inquiry or investigation may not be initiated if the MyCC is of the view that the commercial activity is exempted or excluded from the application of the Act.

### **4. Complaints**

Complaints can be lodged with the MyCC in respect of a suspected infringement of either section 4 or section 10 of the Act. As the Act came into effect on **1 January 2012**, only complaints about alleged infringing activities after that date will be considered by the MyCC. If any enterprise is suspected to be engaged in such an infringement, a complaint may be lodged pertaining to the same with the MyCC.

### **5. Submission of Complaints**

A complaint should be lodged using the [Complaint Form](#).

The [Complaint Form](#) specifies the type of required information that will assist the MyCC to assess the complaint.

A duly completed Complaint Form should contain:

1. Information about the complainant;
2. Information about the party or parties complained of;
3. A brief description of the alleged infringing activity that is the subject matter of the complaint; and
4. Any other relevant information and supporting documents.

Complaints may be submitted to the MyCC in any of the following ways:

### **Email**

Download the Complaint Form from the MyCC's website at [www.mycc.gov.my](http://www.mycc.gov.my). Submit the completed Complaint Form by email to [complaints@mycc.gov.my](mailto:complaints@mycc.gov.my)

### **Post**

The completed Complaint Form may also be sent by post addressed to:

Chief Executive Officer  
Malaysia Competition Commission (MyCC)  
3<sup>rd</sup> Floor Wisma Glomac 3, SS 7/19, Kelana Jaya,  
Petaling Jaya 47301 Selangor,  
Malaysia

### **Fax**

The completed Complaint Form may also be sent by fax to the CEO at 603-7803 2637

### **In Person**

Complainants may also call in person at our office to fill in and submit the Complaint Form. For assistance regarding complaints, please contact the MyCC at 603 7803 2611 or by email at [helpdesk@mycc.gov.my](mailto:helpdesk@mycc.gov.my). The MyCC will acknowledge receipt of the complaint within 3 working days.

## **6. Complaint Procedures**

The MyCC will first check whether the complaint falls within the scope of its powers under the Act. Otherwise, the MyCC may direct the complainant to the relevant agency.

The MyCC may conduct an inquiry to decide whether or not to investigate the complaint. In order to do so, sufficient information should be made available in the Complaint Form. Please therefore provide as much information as possible including supporting documents when submitting the Complaint Form. If the MyCC decides not to proceed with further action regarding the complaint, the complainant will be duly informed.

The MyCC may launch a formal investigation if there are reasonable grounds for suspecting an infringement of the section 4 or section 10 prohibitions. In deciding whether to launch a formal investigation, the MyCC will take into account its strategic priorities.

## **7. Anonymous Complaints**

The MyCC would prefer that complaints not be anonymous, as the MyCC will not be able to contact the complainant for clarification or further details. Insufficient information will make it difficult for the MyCC to proceed with its investigation of a complaint.

## **8. Confidentiality of Identity**

During the course of its investigation into any complaints, the MyCC may have to reveal the source and/or the information obtained. If a complainant is concerned about the disclosure of its identity or any information submitted, kindly raise this with the MyCC at the time the complaint is lodged.

Information submitted to the MyCC will be considered confidential and will only be disclosed in accordance with the Act.

## **9. Close of an Investigation**

If the MyCC decides to close an investigation, it will publish a statement to that effect and summarise its reasons for doing so.

**Malaysia Competition Commission (MyCC)**

**Website: [www.mycc.gov.my](http://www.mycc.gov.my)**