

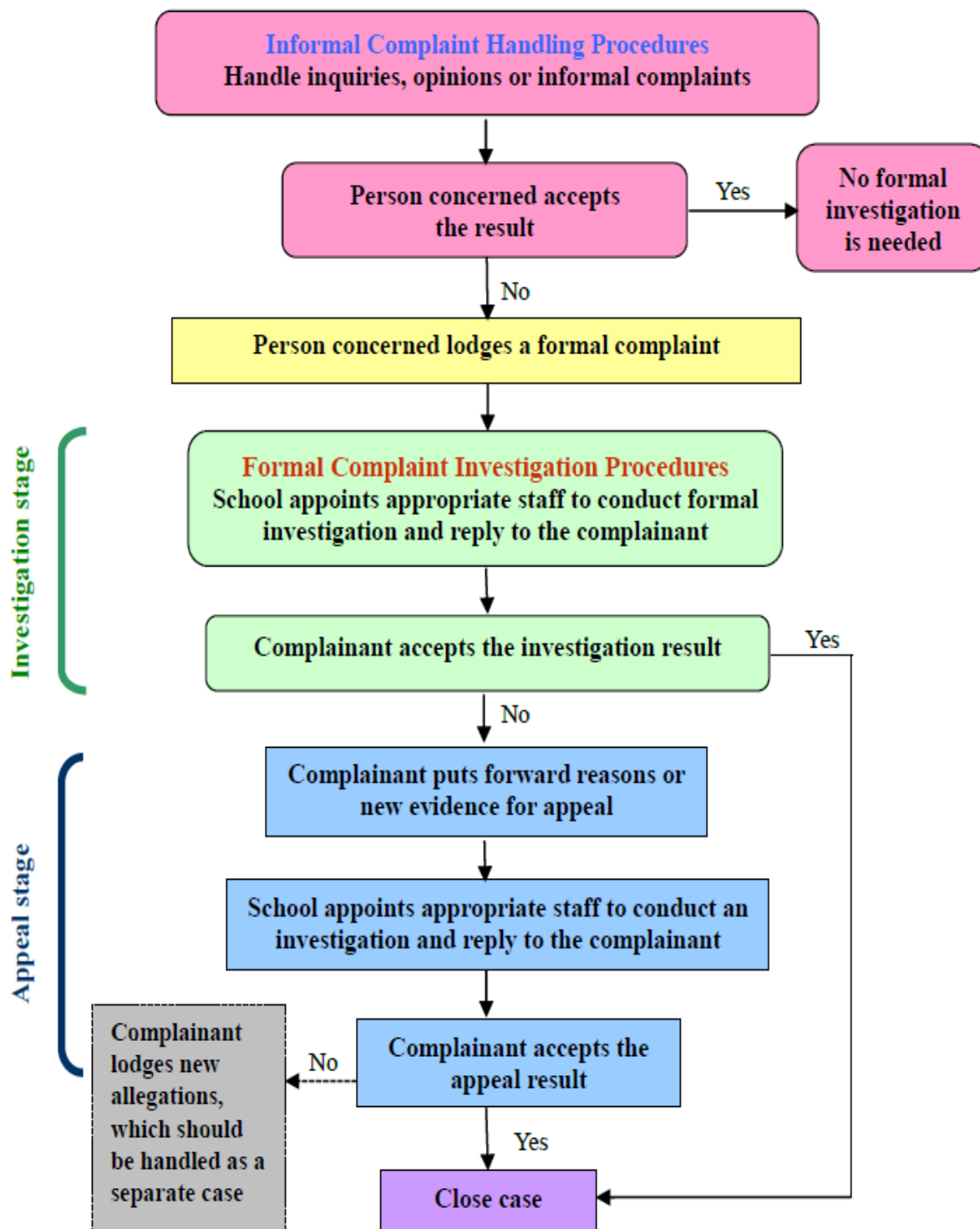
# **Guidelines for Handling School Complaints**

**G.T. (Ellen Yeung) College**



**September 2021**

1. An **informal complaint** (inquiry or opinion for improvement/change) or a **formal complaint** (disappointment and requires the school to seriously fix the problem) to the school by different means of communication (e.g., phone, letter, e-mail, fax, in person) should follow the following procedures of Diagram 1.



**Diagram 1: Flowchart of School Complaint Handling Procedures**

2. The responsible staff member should acknowledge receipt of the complaint by using the Acknowledgement Letter. There are two kinds of acknowledgement letters suited for different situations which can be found in Appendixes II and III.
3. For an **informal complaint**, an office staff member or a teacher may be able to respond to the inquiry or opinion raised by the complainant.
4. For a **formal complaint**, appropriate staff or people at senior level will conduct an investigation at the investigation stage and the appeal stage which are shown in the table below:

<b>Targets involved in the complaint</b>	<b>Investigation stage</b>	<b>Appeal stage</b>
Daily operation and internal affairs (no people)	Assistant Principal	Vice-Principal
School Staff	Assistant Principal	Vice-Principal
Teachers	Vice-Principal	Principal
V.P	Principal	Vice-Supervisor
Principal	Vice-Supervisor	Supervisor
Supervisor/ School Governor	SMC Board Chairman	SMC Appeal Task Force

5. If an **informal complaint** has been completely handled, the responsible staff member has to fill in the Record Sheet of Complaint Cases Handled by Informal Procedures for record purposes. (Appendix I)
6. If a **formal complaint** has been completely handled, the responsible staff member has to fill in the Record Sheet of Complaint Cases Handled by Formal Procedures for record purposes. (Appendix IV)
7. In response to unreasonable persistent complaints, the responsible staff member should use the Reply Card. (Appendix V)

**Appendix I**



**G.T. (Ellen Yeung) College**  
**Record Sheet of Complaint Cases Handled by Informal Procedures**

<i>Date of enquiry/complaint:</i> _____	<i>Time :</i> _____ am/pm
<i>Mode :</i>	<input type="checkbox"/> Call the Principal/ Vice-Principal/ Assistant Principal/ Department Head/Moral Education Officer/ Panel Head/Class Teacher/ Responsible Teacher/Office Staff Member* <input type="checkbox"/> Call the General Office <input type="checkbox"/> In person <input type="checkbox"/> By e-mail/ fax* <input type="checkbox"/> Others (Please specify: _____)
<i>Name of the Enquirer/ Complainant :</i> _____	
<i>Role of Complainant :</i> <input type="checkbox"/> Parent <input type="checkbox"/> Student <input type="checkbox"/> Other (Please specify: _____)	
<i>Contact information (by telephone/ fax /e-mail*) :</i> _____	
<i>Enquiries/Concern(s) :</i> _____ _____	
<i>Information/ Document attached :</i> <input type="checkbox"/> No <input type="checkbox"/> Yes (Please specify: _____)	
<i>Action Taken :</i> <input type="checkbox"/> Contacted by phone <input type="checkbox"/> Interview <input type="checkbox"/> Others (Please specify: _____)	
<i>Result :</i> <input type="checkbox"/> Enquirer/ Complainant accepted the reply. No further action is required. <input type="checkbox"/> Others (Please specify: _____)	
<i>Signature of Responsible Person :</i> _____ <i>Date :</i> _____ <div style="text-align: center;">(Name/ Post)</div>	
* Please delete where inappropriate	

## Appendix II



### G.T. (Ellen Yeung) College Sample Acknowledgement Letter (1)

[For cases where complainants have provided their personal particulars and no referral is needed.]

DD MM YYYY

Name of the complainant

Address of the complainant

Dear Mr./Ms. \*XX:

Re: (Subject line)

We received your written/verbal\* complaint on DD MM YYYY. The case is being investigated and a reply will be sent to you within 30 days as soon as possible.

If you have any inquiries, please contact Mr./Ms. X (e.g., Teacher/Panel Head/Vice-Principal\*) at 2535-6869 or at gts@gtschool.edu.hk.

Yours sincerely,

(Signature)

Mr. David W. K. CHAN  
Acting Principal  
G.T. (Ellen Yeung) College

\* Please delete where inappropriate

## Appendix III



**G.T. (Ellen Yeung) College**  
**Sample Acknowledgement Letter (2)**

[For cases where referral of the complaint to a third party (e.g. government departments or contractors of school services) is needed.]

DD MM YYYY

Name of the complainant

Address of the complainant

Dear Mr./Ms.\* XX:

Re: (Subject line)

We received your written/verbal\* complaint on DD MM YYYY. To facilitate our investigation and follow-up, please fill in the reply form attached and send it to us before DD MM YYYY. We will notify you of the outcome when the investigation is completed.

If you have any inquiries, please contact Mr./Ms. X (e.g., Teacher/Panel Head/Vice-Principal\*) at 2535-6869 or at [gts@gtschool.edu.hk](mailto:gts@gtschool.edu.hk).

Yours sincerely,

(Signature)

Mr. David W. K. CHAN  
Acting Principal

G.T. (Ellen Yeung) College

\* Please delete where inappropriate

**Sample Acknowledgement Letter (2)**  
**Reply Form**

To: Name of School  
File No.: (if applicable)

Name of the complainant: Mr./Ms. \_\_\_\_\_  
[Please write the name as appears on your HK I.D. Card]

# Correspondence Address: \_\_\_\_\_  
\_\_\_\_\_

# Contact No.: \_\_\_\_\_

I understand that the personal information provided above will only be used for investigating the complaint.

To assist the school in handling this complaint, I agree that:

1. The school may forward copies of the complaint and other information I present to relevant persons/ organisations; and
2. The school may ask relevant persons/organisations for my personal details and other information related to this complaint.

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of the complainant

# Item that must be completed.

**Appendix IV**



**G.T. (Ellen Yeung) College**  
**Record Sheet of Complaint Cases Handled by Formal Procedures**

**Date received** \_\_\_\_\_

- Source:**
- Directly lodged to the school
  - Referred by the EDB
  - Referred by other organisations: \_\_\_\_\_

**Mode:**  Phone  Letter  Email  Fax  In person  Others: \_\_\_\_\_

**Personal information of the complainant:**

Name: Mr./Ms./Mrs. \_\_\_\_\_

- Identity:**
- Parent  Councillor  Public
  - Organisation \_\_\_\_\_
  - Others \_\_\_\_\_
  - Authorised representative of the complainant (please state the name, address and contact telephone number of the representative and his/her relation with the complainant):

\_\_\_\_\_

Tel: \_\_\_\_\_ Fax: \_\_\_\_\_ Email: \_\_\_\_\_

Address: \_\_\_\_\_

**Subject(s) of complaint:**

- Principal  Teacher  Staff
- Others: \_\_\_\_\_

**Areas of Complaint:**

- Management and Organisation  Learning and Teaching
- School Ethos and Student Support  Student Performance
- Others \_\_\_\_\_



**Summary of complaint:**

**Investigation stage**

**Person-in-charge** \_\_\_\_\_

Issue of Notice of Acknowledgement (date: \_\_\_\_\_)

Telephone contact (date: \_\_\_\_\_)

Interview with the complainant (date: \_\_\_\_\_)

Issue of written reply (date: \_\_\_\_\_)

**Summary of findings:**

**Appeal stage** (if applicable)

**Date of appeal:** \_\_\_\_\_

**Person-in-charge:** \_\_\_\_\_

Issue of Notice of Acknowledgement (date : \_\_\_\_\_)

Telephone contact (date : \_\_\_\_\_)

Interview with the complainant (date: \_\_\_\_\_)

Issue of written reply (date: \_\_\_\_\_)

**Summary of appeal result:**

**Follow-up actions or recommendations (if applicable)**

**Signature of person-in-charge:** \_\_\_\_\_

## Appendix V



## G.T. (Ellen Yeung) College Sample Reply Card

DD MM YYYY

Name of the complainant

Address of the complainant

Dear Mr./Ms.\* XX:

Re: (Subject line)

We received your letter dated DD MM YYYY. Our stance on the relevant issue has been detailed in our reply/replies dated DD MM YYYY (and dates of other replies [if applicable]). We will not respond to the same complaint nor contact you again.

Yours sincerely,

(Signature)

Mr. David W. K. CHAN  
Acting Principal  
G.T. (Ellen Yeung) College

\* Please delete where inappropriate