

St. Margaret's Co-educational English Secondary & Primary School

Guidelines on Handling Complaints

1. School Policy

Any stakeholders or people in the public is welcomed to raise opinions regarding service provided by the school. If he or she is not satisfied, he or she can lodge a complaint if necessary. Any person who makes a complaint will be dealt with fairly and without prejudice. The school will actively examine any complaint received with an open mind and with the intention of resolving the complaint. No person shall be subject to victimization or reprisal for initiating or participating in the complaint investigation processes.

2. Procedure (Please refer to the flow chart attached)

- 2.1 All complaints should be submitted in written format with name, signature and contact within 3 months after the occurrence of the incident to allow investigation to proceed. Anonymous complaint will not be entertained.
- 2.2 Information provided by complainant will be kept confidential and will only be released on a need to know basis.
- 2.3 The complainant will be informed of the findings of investigation and action taken either verbally or any other agreed way within 2 months after starting the investigation or a date agreed by both parties if any.
- 2.4 If the complainant does not agree with the findings of investigation, the complaint shall be referred to the Appeal Board set up by the Principal and the Vice Principal. If the target of complaint is the Principal, at least 2 SMC members will set up an ad hoc Appeal Board to handle the complaints directly. The decision of the Appeal Board is final.
- 2.5 As complaints can be constructive ideas for improvement, a record of all complaints should be kept in a file named Quality Improvement file.
- 2.6 The school will keep relevant written records to show the investigation and follow-up actions taken.
- 2.7 The school will regularly review whether the complaint handling policies and procedures are appropriate, and revise the handling procedures whenever necessary to enhance the complaint handling mechanism and procedures.
- 2.8 The Guidelines are not applicable to handling of complaints related to ongoing legal proceedings or complaints under the jurisdiction of other organisations/government departments.

3. EDB guidelines

Please also read EDB 'Guidelines for Handling School Complaints' for information and action :

<http://www.edb.gov.hk/en/sch-admin/admin/pilot-scheme/index.html>

(Home > School Administration and Management > Administration > Pilot Project on Enhancement of Complaint Management in School > Guidelines for Handling School Complaints)

Handling Complaints

