

# **Guidelines for Handling School Complaints**

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



**1 September 2023**

## **Introduction**

As a well-established Direct Subsidy School (DSS), G.T. College endeavours to improve its school management and enhance its school success. All complaints, formal or informal, will be handled carefully and fair (See Notes on p.11).

If you believe you fall victim related to discrimination or abuse on the grounds of gender, race, age, ability, tendency, or the like, you may lodge a complaint. Please observe if you have fulfilled the following criteria and guidelines before you go for any complaints handling procedures.

If you have any ideas about improving the school system, you are more than welcome to contact us via any business correspondence.

Dr Raymond Tam  
Principal  
Secondary Section  
G.T. (Ellen Yeung) College

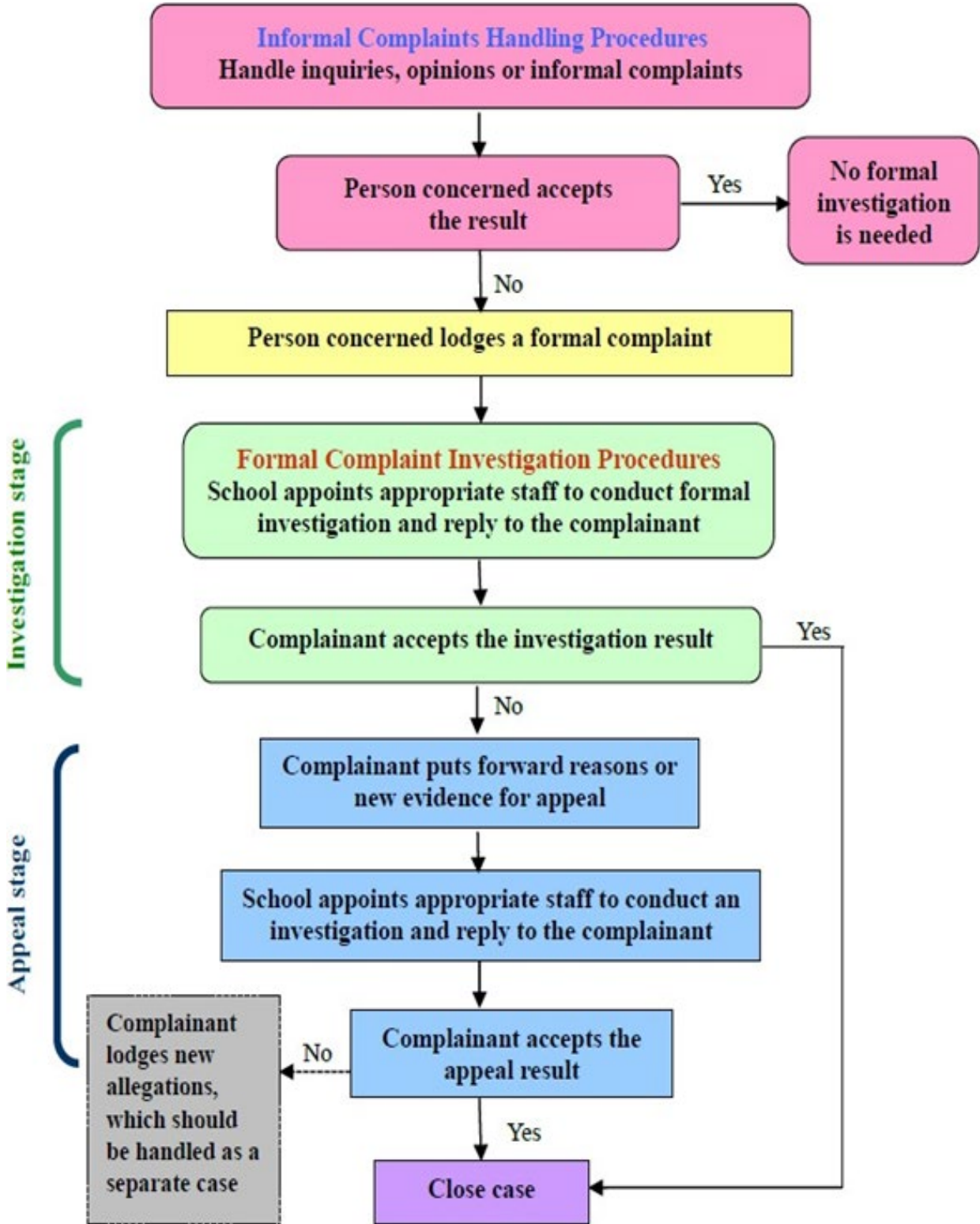
Mr David Chan  
Principal  
Primary Section  
G.T. (Ellen Yeung) College

1. 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 Appendices II and III.
2. 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.
3. 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).
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
Teacher	Vice-Principal	Principal
V.P	Principal	Vice-Supervisor
Principal	Vice-Supervisor	Supervisor
Supervisor/ School Governor	SMC Board Chairman	SMC Appeal Task Force

5. 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).
6. In response to unreasonable persistent complaints, the responsible staff member should use the Reply Card (Appendix V).

7. An **informal complaint** (inquiry or opinion for improvement/change) or a **formal complaint** (disappointment which 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 Complaints Handling Procedures**



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

*Date of enquiry/complaint :* \_\_\_\_\_ *Time :* \_\_\_\_\_ am/pm

*Mode :*                     Call the General Office                     Call the Principal/ Vice-Principal/ Assistant Principal/ Department Head/Moral Education Officer/ Panel Head/Class Teacher/ Responsible Teacher/Office Staff Member\*

In person     By e-mail/ fax\*     Others (Please specify: \_\_\_\_\_)

*Name of the Enquirer/ Complainant :* \_\_\_\_\_

*Role of Complainant :*     Parent     Student                     Other (Please specify: \_\_\_\_\_)

*Contact information (by telephone/ fax /e-mail\*) :* \_\_\_\_\_

*Enquiries/Concern(s):* \_\_\_\_\_

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*Information/ Document attached :*     No     Yes (Please specify: \_\_\_\_\_)

*Action Taken :*     Contacted by phone     Interview                     Others (Please specify: \_\_\_\_\_)

*Result :*                     Enquirer/ Complainant accepted the reply. No further action is required.

Others (Please specify: \_\_\_\_\_)

*Signature of Responsible Person :* \_\_\_\_\_ *Date :* \_\_\_\_\_

(Name/ Post)

\* Please delete where inappropriate



**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.

If you have any inquiries, please contact Mr./Ms. X (e.g., Teacher/Panel Head/Vice-Principal\*) on 2535-6867 or at secondary@gtcollege.edu.hk.

Yours sincerely,

(Signature)

Dr. Raymond K.W. TAM

Principal

Secondary Section

G.T. (Ellen Yeung) College

\* Please delete where inappropriate



**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\*) on 2535-6867 or at [secondary@gtcollege.edu.hk](mailto:secondary@gtcollege.edu.hk).

Yours sincerely,

(Signature)

Dr. Raymond K.W. TAM

Principal

Secondary Section

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.





**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 the appeal result:**

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

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

**Name of the complainant Address of the complainant**



## Appendix V

DD MM YYYY

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

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)

Dr. Raymond K.W. TAM Principal  
Secondary Section  
G.T. (Ellen Yeung) College

\* Please delete where inappropriate

## Notes for Complainants

- If the school receives an anonymous complaint with some valid contact information, “the party concerned” will be invited to discuss and address the “issue” in the school. The case will be handled flexibly. Complainants will be invited to the school for an interview.
- Complaints with only the email info and without the complainant’s contact number will not be processed.
- The matter of the complaint must be related to the complainant himself/herself or his/her immediate family members (such as children), otherwise the complaint will not be handled.
- The school may decide not to conduct or to discontinue an investigation if the complaint is lacking in substance, vexatious, or the act complained of is not unlawful, or a period of more than 12 months has elapsed since the alleged act was done.
- The complainant has a general responsibility to provide information to support a complaint. When formulating a complaint in writing, the complainant should provide –
  - The complainant’s personal details
  - information identifying the respondent
  - date(s) when the alleged unlawful act(s) occurred
  - facts of the alleged incident(s)
  - any information in support of the complaint
  - names, contact information and statements of witnesses (if any)
  - loss or harm experienced