Guidelines for Handling School Complaints

G.T. (Ellen Yeung) College

20 August 2026

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

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Principal
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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:

Targets involved in the complaint	**Investigation stage**	**Appeal stage**
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
SMC Board Chairman	SMC Investigation Task Force	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.

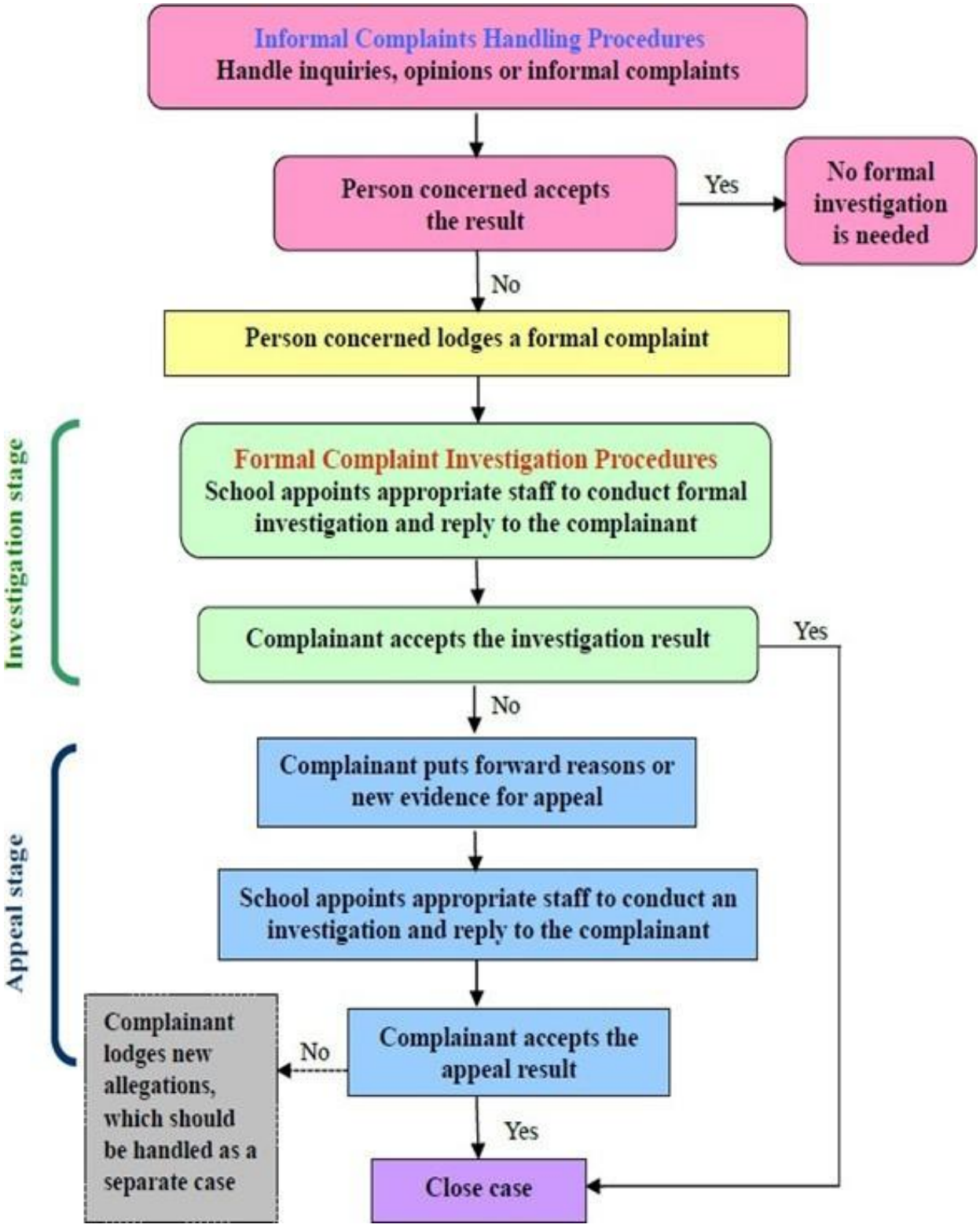


Diagram 1: Flowchart of School Complaints Handling Procedures

Appendix I

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):

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

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.

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

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*) 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

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 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