

File No. : _____ (if applicable)

Complaint Record

Date received : _____

Source : Directly lodged to the School
 Referred by the EDB
 Referred by other organizations : _____

Mode : Phone Letter Email Fax In person
 Others : _____

Personal information of Complainant :

Name: **Mr. / Mrs. / Ms** _____

Identity: Parent Public
 Organisation : _____
 Others _____
 Authorised representative of the complainant (please state the name, address and contact telephone number of the representative and the relation with the complainant):

Phone No: _____ Fax: _____

Email: _____

Address: _____

Subject(s) of Complaint :

<input type="checkbox"/> Staff	<input type="checkbox"/> Panel/ Committee Head	<input type="checkbox"/> Vice Principal	<input type="checkbox"/> Principal	<input type="checkbox"/> Supervisor/IMC
<input type="checkbox"/> Others:				

Areas of Complaint :

<input type="checkbox"/> Management & organisation	<input type="checkbox"/> Learning & teaching	<input type="checkbox"/> School ethos & student support
<input type="checkbox"/> Student performance		<input type="checkbox"/> Others:
Summary of complaint :		

Investigation stage:

Person-in-charge: _____

	Issue of Notice of Acknowledgement	Telephone contact	Interview with the complainant	Issue of written reply
Date				
Summary of findings:				
<input type="checkbox"/> Complainant accepts the investigation result. <input type="checkbox"/> Complainant puts forward grounds or new evidence for an appeal (use separate form).				

Appeal stage: (if applicable)

Person-in-charge: _____

	Issue of Notice of Acknowledgement	Telephone contact	Interview with the complainant	Issue of written reply
Date				

Summary of appeal result:

Follow-up actions or recommendations (if applicable)

Signature of person-in-charge: _____

Name of person-in-charge: _____

Date: _____

Acknowledgement Letter

[Sample A]

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

[DD MM YYYY]

Name of Complainant

Address of Complainant

Dear Mr. / Mrs / Ms* [],

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

Should you have any inquiries, please contact our teacher-in-charge/Vice Principal* Mr./Mrs./Ms [XXX] at XXXXXXXX.

(Signature)

Principal

** Delete where inappropriate*

Acknowledgement Letter

[Sample B]

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

[DD MM YYYY]
Name of complainant
Address of complainant

Dear Mr. / Mrs. / Ms* [XXXX],

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.

Should you have any inquiries, please contact our teacher-in-charge/Vice Principal* Mr./Mrs./Ms [XXXX] at XXXXXXXX.

(Signature)

Principal

** Delete where inappropriate*

Reply Form

To: _____

File No : _____(if applicable)

Name of Complainant : Mr. /Mrs. / Ms* _____

(Please write your name as appears in your Hong Kong Identity Card)

Correspondence Address: _____

Contact Phone 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 Complainant

Items required

Termination of Complaint Handling Procedures
[Sample Reply Letter]

[DD MM YYYY]

Name of Complainant

Address of Complainant

Dear Mr. / Mrs. / Ms. * [XXX],

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 nor contact you again with regard to the same complaint.

(Signature)

Principal

** delete where inappropriate*