

The Chinese Foundation Secondary School ("School")

Policy on Handling School Complaints

Introduction

Striving for excellence and efficiency, and promoting accountability and transparency, are values that our society today upholds. Notwithstanding the availability of established systems and channels in schools for public enquiry and communication, some stakeholders may lodge complaints with schools for one reason or another. Therefore, the School has established a school-based policy on handling school complaints so as to maintain good communication with her stakeholders.

1. Informal Complaint

a) Anonymous Complaint

Should the complainant fail or refuse to provide related personal details, thus rendering it impossible for the School to record and/or investigate the complaint and reply in writing, the complaint will be deemed anonymous and the School may consider not to handle it.

b) Verbal Complaint

Should the complainant make the complaint verbally to any staff of the School but fail or refuse to provide related personal details thus rendering it impossible for the School to record and/or investigate the complaint for a verbal reply, the complaint will be deemed as an anonymous verbal complaint and the School may consider not to handle it after making a record of the verbal complaint.

However, under special circumstances (e.g. when there is sufficient evidence or when the case is serious or urgent in the interest of the School), the School may decide whether or not to follow up with the above informal complaints and inform the complainant of the School's decision, and/or treat them as internal reference for taking appropriate remedial and improvement measures. While the targeted time for completing the investigation is 1 month from the date of documenting the complaint, no guarantee can be made due to various extraneous factors.

2. Formal Complaint

When a complainant makes a formal complaint in writing to the School, he/she shall lodge the complaint also by completing, signing and submitting the Complaint Consent and Complaint Record forms provided by the School (Forms A-1 and A-2 annexed hereto).

If the complaint is filed for and on behalf of another person, the authorized person has to obtain the relevant consent in writing. If the case involves a student or a minor, his/her parents/guardian may lodge a complaint on his/her behalf.

3. Investigation Stage

The School Principal would inform the School Management Committee/School Supervisor of the formal complaint and of his proposed appointment of the appropriate member(s) of staff to conduct the investigation. A written report will be submitted to the School Principal for his reporting to the School Management Committee. However, depending the nature/seriousness of the written complaint, the School Management Committee may, in the first instance on being informed of the formal complaint, decide to appoint an Investigation Panel of Governors instead. The School will then give a written reply to the complainant of the investigation results. The complainee will also be informed, either verbally or in writing, of the investigation result and of any area(s) of work performance and/or conduct that will require improvement from him/her, as failing such improvement may lead to disciplinary action. The targeted time for completing the investigation is 2 months from the filing of the complaint.

Withdrawal of the formal complaint can be made at any stage but must be done in writing. Then, the case is closed.

When the complainant accepts the investigation results, the case is also closed.

The School Management Committee shall handle the formal complaints which involves or relates to the School Principal, and/or any Deputy Principal by nominating a suitable panel to conduct the investigation. The targeted time for the investigation is 2 months from the filing of the complaint.

4. Further Investigation Stage (Form B-2 Annex)

If the complainant does not accept the investigation results, he/she should submit a written letter together with new and/or additional evidence within 14 days or such extended period as may be allowed by the School at its discretion to support the request for further investigation. The School Management Committee will review and decide whether or not to conduct further investigation.

If the request is not accepted (e.g. due to the lack of additional evidence), no further investigation should be conducted. The School will then give a written reply to the complainant. The comment and/or decision is final and the case is closed.

If the request is accepted, the School Management Committee will assign a panel to review and conduct further investigation. The School will then give a written reply to the complainant of the further investigation results. The comment and/or decision is final and the case is also closed.

The targeted time for completing the further investigation is 2 months from the date of filing of the written letter for further investigation.

5. Complaint Follow-Up Record

For each investigation interview/stage, the Staff Member in charge/Chair Panelist will complete a Form B-1 annexed hereto. All completed Form B-1, together with the Investigation Reply and the relevant information (including the completed Forms A-1 and A-2), and the Investigation Report to the School Principal/School Management Committee will serve as a record of the complaint. The School will observe the Personal Data (Privacy) Ordinance to ensure the confidentiality of the records.

6. Limits for Complaint

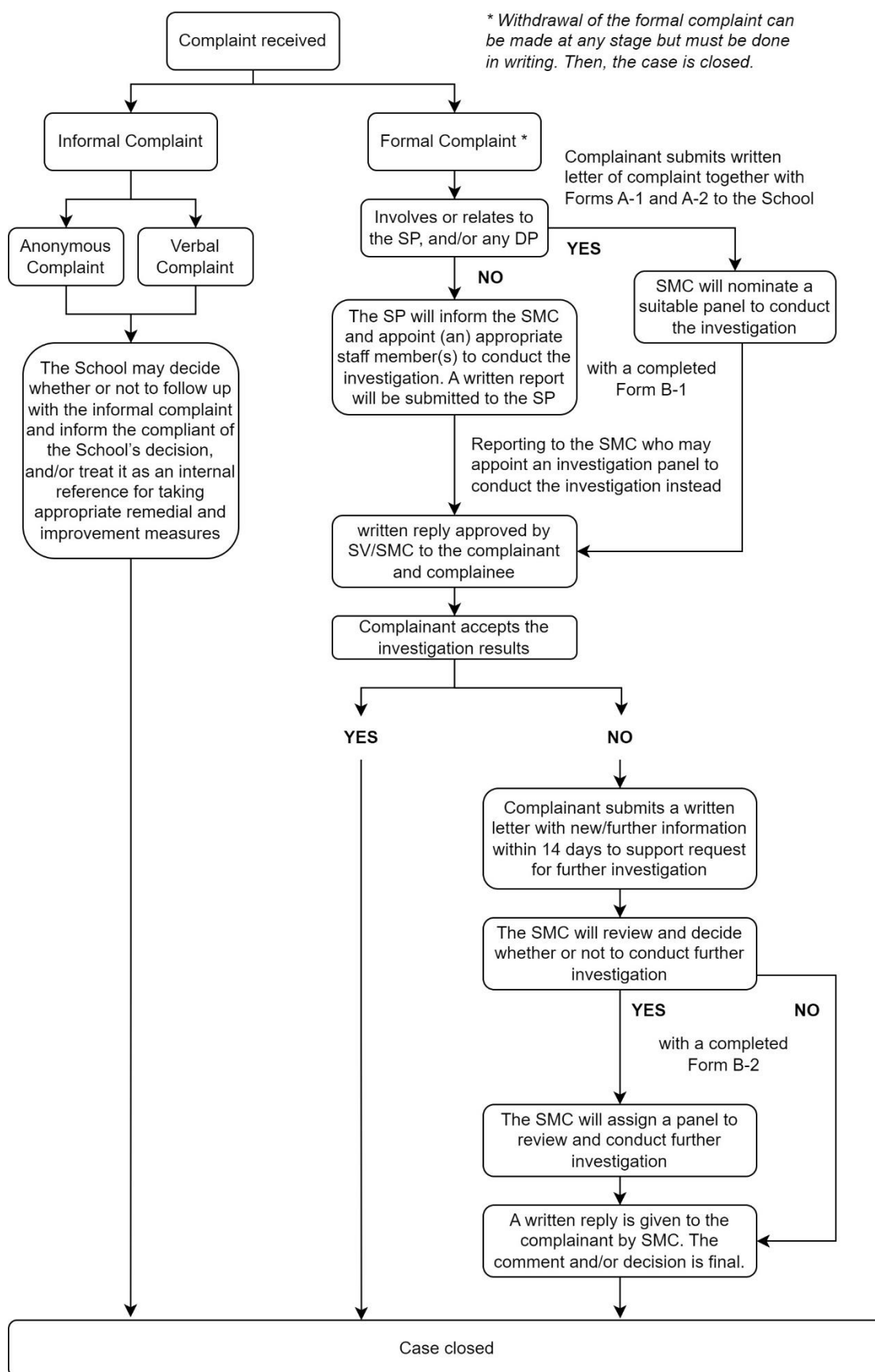
Complaints, not including request for further investigation, should be lodged within 12 months from the occurrence of the incident(s) involved to avoid difficulty in contacting the relevant persons or collecting evidence when the complaint is handled over time.

7. Complaints related to ongoing or intended legal proceedings

Complaints related to ongoing legal proceedings or governed by other ordinances or statutory regulations such as complaints against corruption, fraud or theft will not be handled by the School. The school will then refer the case to the appropriate government or external statutory agencies.

Updated Version 20230109b
(Approved by the School Management Committee on 6 Feb 2023)

Flowchart of School Complaint Handling Procedures



The Chinese Foundation Secondary School
 Complainant Consent and Complaint Acknowledgment Form
 (School Year 20_____ - 20_____)

Complainant File No.: _____
 (to be completed by the School)

To: The Chinese Foundation Secondary School

Name of complainant: *Mr / Ms / Mrs _____
[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.

 Signature of the complainant

 Date

Item that must be completed.

* Please delete where inappropriate.

(For Official Use Only)

Complaint Acknowledgement Form

Dear *Mr / Ms / Mrs _____, **Please delete where inappropriate.*

Thank you for your written complaint dated _____ which we received by *email / post / hand on _____.

The case is being investigated and the targeted time for the investigation is 2 months from the filing of the complaint.

If you have any inquiries, please contact _____ at 2904 7322.

Yours sincerely,

 Mr. Ho Tik Shun, School Principal

The Chinese Foundation Secondary School

Complaint Record
(School Year 20_____ - 20_____)

Complainant File No.: _____
(to be completed by the School)

Complainant: *Mr / Ms / Mrs _____ * Please delete where inappropriate

Identity: (Please '✓' the appropriate box.)

- ☐ Parent (Name & Class of child: _____)
- ☐ Student (Name & Class: _____)
- ☐ Others: _____ (Please specify)

Contact No.: _____ Fax No.: _____

e-mail Address: _____

Subject(s) of complaint:

Complaint made against: (Please '✓' the appropriate box.)

- ☐ School Principal
- ☐ Staff (Name & Post: _____)
- ☐ Student (Name & Class: _____)
- ☐ Others : _____ (Please specify)

Areas of complaint: (Please '✓' the appropriate box.)

- ☐ Management and Organisation ☐ Learning and Teaching
- ☐ Student Support and School Ethos ☐ Student Performance
- ☐ Others: _____ (Please specify)

Summary of complaint (To be filled in by *complainant / *the staff member of the Investigation Stage)

* Please delete where inappropriate

This image shows a full page of blank white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page, providing a template for writing or drawing. There are no margins, text, or other markings present.

(Please use separate sheets if the space above is insufficient.)

The information provided in this Complaint Record is true to the best of my knowledge.

Signature of complainant:_____

Date:_____

The Chinese Foundation Secondary School
Investigation Stage -- Complaint Follow-up Record
 (School Year 20_____ - 20_____)

Date of Issue of Complaint Acknowledgement Form:

Complainant File No: _____
(to be completed by the School)

Please '✓' the appropriate box and specify.

**Delete where inappropriate*

Name of Complainant:	Name of person complained against (Complainee):
Gender: <input type="checkbox"/> M <input type="checkbox"/> F	Gender: <input type="checkbox"/> M <input type="checkbox"/> F
Contact No.: _____	Contact made by *SP / *DP / *SiC / *Chair Panelist
Identity: <input type="checkbox"/> Rank/Post : _____ <input type="checkbox"/> Class : _____ <input type="checkbox"/> Others : _____	Identity: <input type="checkbox"/> Rank/Post : _____ <input type="checkbox"/> Class : _____ <input type="checkbox"/> Others : _____

☐ Staff Member(s) in Charge: _____☐ Investigation Panel: Chairperson: _____☐ Investigation Panel: Member(s): _____☐ Contact Date(s) with Complainant: _____☐ Interview Date(s) with Complainant: _____☐ Contact Date(s) with Complainee: _____☐ Interview Date(s) with Complainee: _____

Investigation Result: *(Please use separate sheets if the space below is insufficient.)*

Date of Investigation Reply: _____

Pg. 1 of 1

Signature of *Staff in Charge / *Chair Panelist: _____ Date: _____

The Chinese Foundation Secondary School
Further Investigation Stage – if applicable
(School Year 20_____ - 20_____)

Date of Investigation Stage Reply: _____

Complainant File No: _____
(to be completed by the School)

Date of filing request for further investigation: _____

Justification(s) of further investigation: _____

Appointed Chairperson & Members of the Investigation Panel: _____

Please '✓' the appropriate box and specify.

☐ Contact Date with Complainant: _____

☐ Interview Date with Complainant: _____

☐ Contact Date with Complainee: _____

☐ Interview Date with Complainee: _____

Final Investigation Result: *(Please use separate sheets if the space below is insufficient.)*

Date of Final Investigation Reply: _____

Pg. 1 of 1

Signature of the Chairperson of Investigation Panel: _____ Date: _____

中華基金中學 (以下稱「本校」)

處理投訴政策

(此中文譯本只供參考，一切以英文版為準)

引言

追求卓越和效率，促進問責制和透明度，是我們當今社會所堅守的價值。儘管學校已有既定的系統和渠道讓公眾作出查詢和交流，但一些持份者可能會出於某些原因向學校提出投訴。因此，本校已經制定了處理學校投訴的校本政策，以便與持份者保持良好溝通。

1. 非正式投訴

(甲) 匿名投訴

如投訴人未能或拒絕提供有關個人資料，致使本校無法記錄及/或對投訴進行調查並作出書面答覆，投訴將被視為匿名投訴，本校可考慮不予處理。

(乙) 口頭投訴

如投訴人以口頭方式向任何本校職員提出投訴，但該投訴人未能提供或拒絕提供有關個人資料致使本校無法記錄及/或對投訴進行調查和作出口頭回覆，有關投訴將被視為匿名口頭投訴，本校可考慮將之存檔後不予處理。

但在特殊情況下（如證據充分或案件嚴重或緊急時），本校可以決定是否跟進以上的非正式投訴，並告知投訴人有關決定，及/或將其作為內部參考，並採取適當的補救和改進措施的情況。完成調查的目標時間是自投訴提交之日起一個月內，唯有關的目標時間可因其他外來因素未能保證。

2. 正式投訴

當投訴人向本校以書面提出正式投訴，投訴人須填妥，簽署和遞交由本校提供的投訴人同意書表格和投訴個案記錄表格(附件: 表格 A-1 及 A-2)予本校。

如投訴是由其他人士代表當事人提出的，獲授權的人士須獲取有關的書面授權。涉及與學生或未成年人士有關的投訴，可由其家長/監護人代表當事人提出。

3. 調查階段

校長會將正式投訴情況和其推薦的合適調查人員通知學校管理委員會/校監。調查人員須向校長提交書面報告，校長會在收到有關報告後向學校管理委員會匯報有關的跟進詳情。然而，基於有關書面投訴的性質和嚴重性，學校管理委員會可以決定以委任調查委員會方式處理。本校將就調查結果向投訴人作出書面答覆。被投訴者亦會收到口頭或書面的調查結果，以及任何有關其需要作出改善之範疇的表現和/或操守，未能作出合適改善者或會導致紀律懲處。完成調查的目標時間為投訴提交之日起兩個月內。

投訴人可以在任何階段撤回正式投訴，但必須以書面形式進行，然後案件結案。

當投訴人接受本校答覆的調查結果時，案件也告結案。

學校管理委員會將委派合適的調查小組來處理涉及校長和/或任何副校長職級的正式投訴。完成調查的目標時間是自投訴提交之日起兩個月內。

4. 進一步調查階段 (附件表格 B-2)

如果投訴人不接受本校答覆的調查結果，應在十四日內或在本校容許延展的期間內提交書面信函連同新及/或額外的證據以支持校方作進一步調查。學校管理委員會將會作出檢視並決定會否作進一步調查。

如果有關申訴不成立（例如缺乏額外的證據），本校將不會作進一步調查。本校將向投訴人作出書面答覆，有關的評論和/或決定為最終的裁決，案件亦告結案。

如果有關申訴成立，學校管理委員會將指派一個小組進行審查並作進一步調查。本校將就有關進一步調查階段的裁決向投訴人作出書面答覆，有關的評論和/或決定為最終的裁決，案件亦告結案。

完成進一步調查的目標時間是自書面信函提交之日起兩個月內。

5. 投訴跟進記錄

於每個調查會面/階段，校內負責職員/調查小組主管會填妥及保存附件表格 B-1 乙份。所有已填妥的表格 B-1 將連同調查回覆以及其他有關資料(包括已填妥的表格 A-1 和 A-2)，以及呈交給校長/學校管理委員會的調查報告，以作紀錄。本校會根據「個人資料(私隱)條例」將所有資料保密。

6. 投訴限制

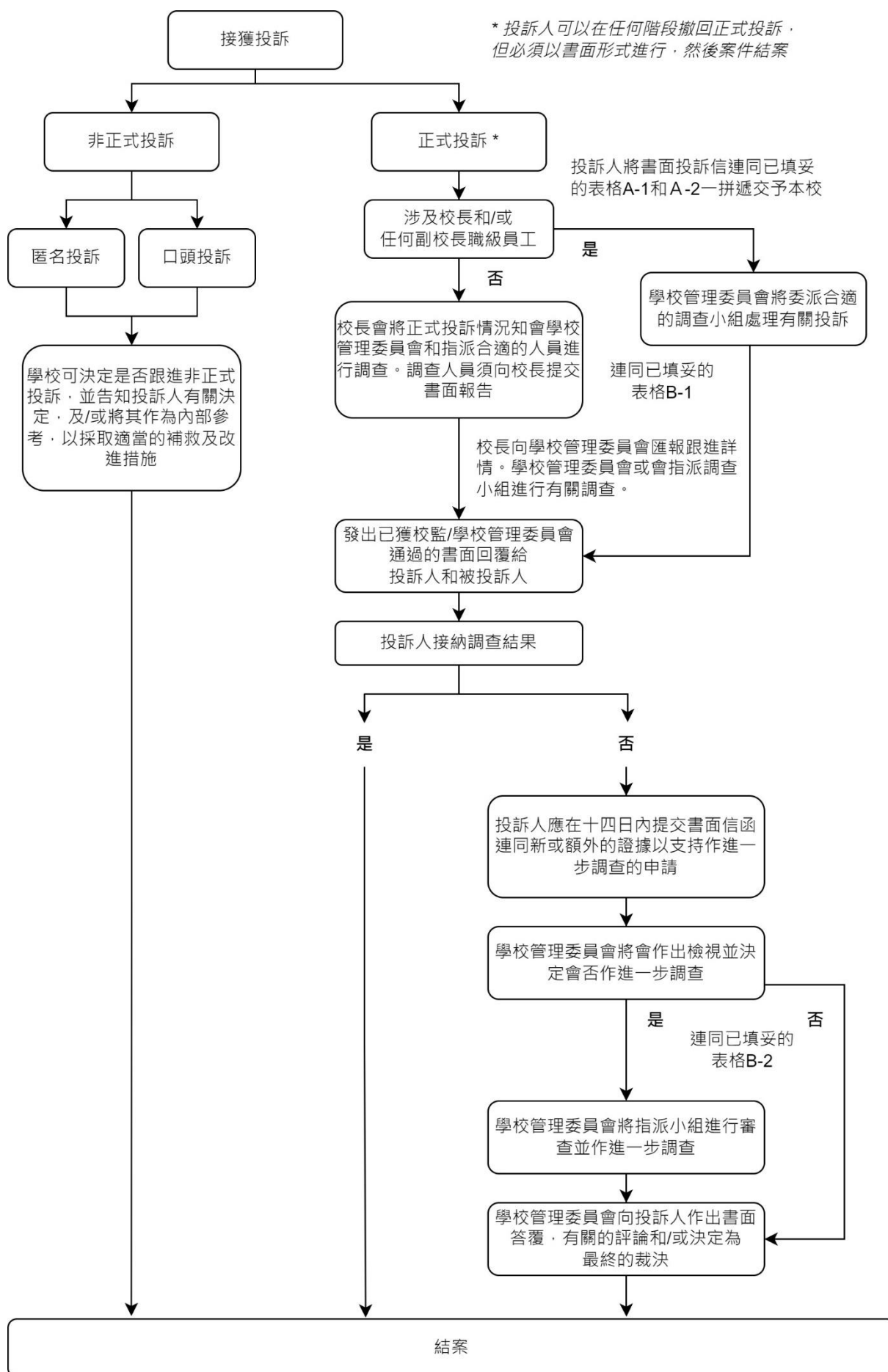
投訴時限(不包括進一步調查)為事件發生後十二個月內，以避免因逾期提出投訴而導致難以聯絡有關人士及蒐集證據的情況。

7. 牽涉已展開法律程序有關的投訴

本校不會受理所有已展開法律程序有關的投訴，本校亦不會受理受其他條例或法定要求規管的投訴，例如貪污舞弊、欺騙、盜竊等。本校會將有關案件呈交予政府或外部法定機構跟進。

更新版本 230109b
(於 6/2/2023 由學校管理委員會通過)

6. 投訴處理流程圖



中華基金中學

表格 A-1

投訴人同意書和投訴確認回執
(20____ - 20____ 學年)

致中華基金中學

投訴案件編號: _____
(由校方填寫)

投訴人姓名: _____ (*先生 / 女士 / 太太)
[請依照身份證上姓名填寫]

通訊地址: _____

聯絡電話號碼: _____

本人明白就上述投訴個案所提供的個人資料，只會作調查投訴之用。

為方便學校處理這宗投訴個案，本人同意：

1. 學校可複製本人的投訴及所提交的其他資料，轉交有關人士 / 機構；以及
2. 學校可向有關人士 / 機構索取本人的個人資料及其他與這宗投訴有關的資料。

投訴人簽署

日期

必須填寫 * 請刪去不適用者

(由校方填寫)

投訴確認回條

_____*先生 / 女士 / 太太 * 請刪去不適用者：

感謝您於____年____月____日作出的書面投訴。

本校已於____年____月____日接獲你以*電郵 / 郵件 / 親身呈交的書面投訴。

調查工作現已展開，預計在收到投訴後兩個月內完成。

如有查詢，請致電 2904 7322 與_____聯絡。

(簽署)

何迪信 校長

中華基金中學
投訴個案記錄

表格 A-2

(20_____ - 20_____ 學年)

投訴案件編號.: _____
(由校方填寫)

投訴人: _____ (*先生 / 女士 / 太太) * 請刪去不適用者

身份: 請在適用方格內加「✓」

☐ 家長 (子女姓名及班別: _____)

☐ 學生 (班別: _____)

☐ 其他 (請具體說明: _____)

電話: _____ 傳真: _____

電郵地址: _____

投訴對象: 請在適用方格內加「✓」

☐ 校長

☐ 職員 (姓名及職位: _____)

☐ 學生 (姓名及班別: _____)

☐ 其他 (請具體說明): _____)

投訴事項: 請在適用方格內加「✓」

☐ 學校管理

☐ 學與教

☐ 學生支援及校風

☐ 學生表現

☐ 其他: _____

請在適用方格內加「✓」

投訴內容撮要（由 *投訴人 / *所屬調查階段的調查小組成員填寫）* 請刪去不適用者

[illegible]

(如上列的空間不足，請另頁說明)

盡本人所知，以上資料真確無誤。

投訴人簽署：_____

日期：_____年____月____日

中華基金中學
調查階段 -- 投訴個案跟進記錄表

(20_____ - 20_____ 學年)

發出投訴確認回執日期 _____年_____月_____日

投訴案件編號.: _____ (由校方填寫)

(請在適用方格內加上「✓」)

* 請刪去不適用者

投訴人：	被投訴人：
性別： <input type="checkbox"/> 男 <input type="checkbox"/> 女	性別： <input type="checkbox"/> 男 <input type="checkbox"/> 女
聯絡電話：_____	已由 *校長/*副校長/*校內負責職員/*調查小組主管 聯絡
身份： <input type="checkbox"/> 職級/職位: _____ <input type="checkbox"/> 班別: _____ <input type="checkbox"/> 其他: _____	身份： <input type="checkbox"/> 職級/職位: _____ <input type="checkbox"/> 班別: _____ <input type="checkbox"/> 其他: _____

- ☐ 校內負責職員：_____
- ☐ 調查小組主管：_____
- ☐ 調查小組成員：_____
- ☐ 聯絡投訴人日期：_____年_____月_____日
- ☐ 會面投訴人日期：_____年_____月_____日
- ☐ 聯絡被投訴人日期：_____年_____月_____日
- ☐ 會面被投訴人日期：_____年_____月_____日

投訴調查結果: (如下列的空間不足，請另頁說明)

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調查結果回覆日期：_____年_____月_____日

第一頁，共一頁

*校內負責職員 / *調查小組主管簽署：_____ 日期：_____年____月____日

中華基金中學
進一步調查階段 - 如適用

表格 B-2

(20____ - 20____ 學年)

發出投訴確認回執日期

____年____月____日

投訴案件編號.: _____

(由校方填寫)

提出進一步調查要求的日期: _____

上訴理據: _____

已被委任的調查小組主管和成員: _____

(請在適用方格內加上「✓」)

☐ 聯絡投訴人日期: _____年____月____日

☐ 會面投訴人日期: _____年____月____日

☐ 聯絡被投訴人日期: _____年____月____日

☐ 會面被投訴人日期: _____年____月____日

最後調查結果: (如下列的空間不足, 請另頁說明)

最後調查結果回覆日期: _____年____月____日 第一頁, 共一頁

調查小組主管簽署: _____ 日期: _____年____月____日