

The Chinese Foundation Secondary School ("School")

Policy on Handling School Complaints

The School policy on handling complaints is as follows:-

1. Informal Complaint

When a complainant makes an oral or informal complaint to the School which the staff in charge can handle quickly, an oral reply will be given to the complainant upon investigation and/or settling the matter.

The targeted time for the investigation is 3 working days from the date of filing of the complaint.

2. Formal Complaint

When a complainant makes a formal complaint to the School he/she shall lodge the complaint together with his/her name, identity document, correspondence address and contact telephone number (Forms A-1 and A-2 annexed hereto) and submit it to the School.

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

The School will assign an appropriate staff to investigate the complaint. When the investigation is concluded the School will give a written reply to the complainant of the investigation result.

The targeted time for the investigation is 2 months from the filing of the complaint.

3. Appeal Procedure

If the complainant does not accept the investigation result, he/she may lodge an appeal in writing against the School's decision within 14 days from the issue of the investigation result, provided that the complainant can provide new evidence to justify the appeal.

The School will assign an appropriate staff of a higher rank than those responsible for the investigation stage, or staff from a different section to handle the appeal. Further investigation

will be conducted. When the investigation is concluded the School will give a written reply to the complainant of the appeal result.

The targeted time for the appeal investigation is 2 months from the date of filing of the appeal.

4. Complaint Record

At the conclusion of the investigation the School will complete Form B-1 annexed hereto; this together with the investigation and/or appeal result with the relevant information will serve as a record of the complaint. The School will observe the Personal Data (Privacy) Ordinance to ensure the confidentiality of the records.

5. Limits for Complaint

Complaints should be lodged within twelve months from the occurrence of the incident involved due to difficulty in contacting the relevant persons or collecting evidence over time.

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.

6. Flowchart of School Complaint Handling Procedures

