Diocesan Boys' School
Primary Division



Enhanced School Complaint Management Manual

1. Background

1.1 The "Enhanced School Complaint Management Arrangements" have been launched by the Education Bureau (EDB) since the 2012/13 school year, and all schools in Hong Kong are required to adopt their own school-based complaint handling procedures. DBSPD has opted to implement the enhanced school complaint management mechanism starting from 1 September 2017.

1.2 This manual is intended to serve as ready reference for complaints handling in the School. It provides all staff members and administrators who handle complaints with guidelines. The manual will be included in the "Staff Policy Manual" for easy reference by all staff members, and uploaded on the school intranet for parents/guardians' information.

2. The School Administration's Approach to Complaints Handling

2.1 Our Objectives in Complaints Handling

- We seek to resolve complaints in a fair, impartial and professional manner.
- We seek to rectify our inadequacy, if any, and learn from such experiences.
- We strive to identify areas for improvement.

2.2 Our Approach in Complaints Handling

- We handle each and every complaint seriously. We conduct thorough investigation before reaching a conclusion and giving a fair and full reply.
- We collect statistics and collate reports on complaints, with a view to facilitating us in making continuous improvements to our school administration.

2.3 Our Values in Complaints Handling

- We take a positive attitude to complaints handling, viewing complaints as opportunities to review our present standard, and strive to improve in every possible way.

- We are committed to handling complaints without bias, inconsistency, favouritism or self-interest. We act fairly and reasonably by considering all relevant facts objectively.
- We seek to be fair to both the complainants and our staff who are being complained against.

3. Procedures for Handling Parental Complaints about Daily Operation and Internal Affairs of the School

3.1 Parents/Guardians' complaints about the daily operation and internal affairs of DBSPD should be lodged directly to the School. Examples of major types of complaints are:

Domain	Examples
Management and Organization	• School policies • Standards of contractors' services • School environment
Learning and Teaching	• Homework • Assessment • Staff performance
School Ethos and Student Support	• School ethos • Home-school cooperation • Student support
Student Performance	• Students' overall performance • Student discipline

3.2 However, the School **will not handle** the following types of complaints:

- Anonymous complaints
- Complaints not made by the person concerned
- Complaints involving incidents that happened more than one year
- Complaints with insufficient information

3.3 Criticisms from parents/guardians related to school policies or the service of individual staff members, whether lodged orally or in writing, must be dealt with at an early stage lest the situation should escalate. These cases should be handled with care and sensitivity.

4. Guiding Principles for Handling Complaints

The School will handle and respond to all verbal or written inquiries, opinions or complaints as soon as possible. Details of the guiding principles are:

4.1 The Headteacher should be the only person to handle inquiries from the public/the media so as to avoid giving confusing messages.

4.2 The School will approach complaints positively and treat the complainants and respondents of the complaints fairly.

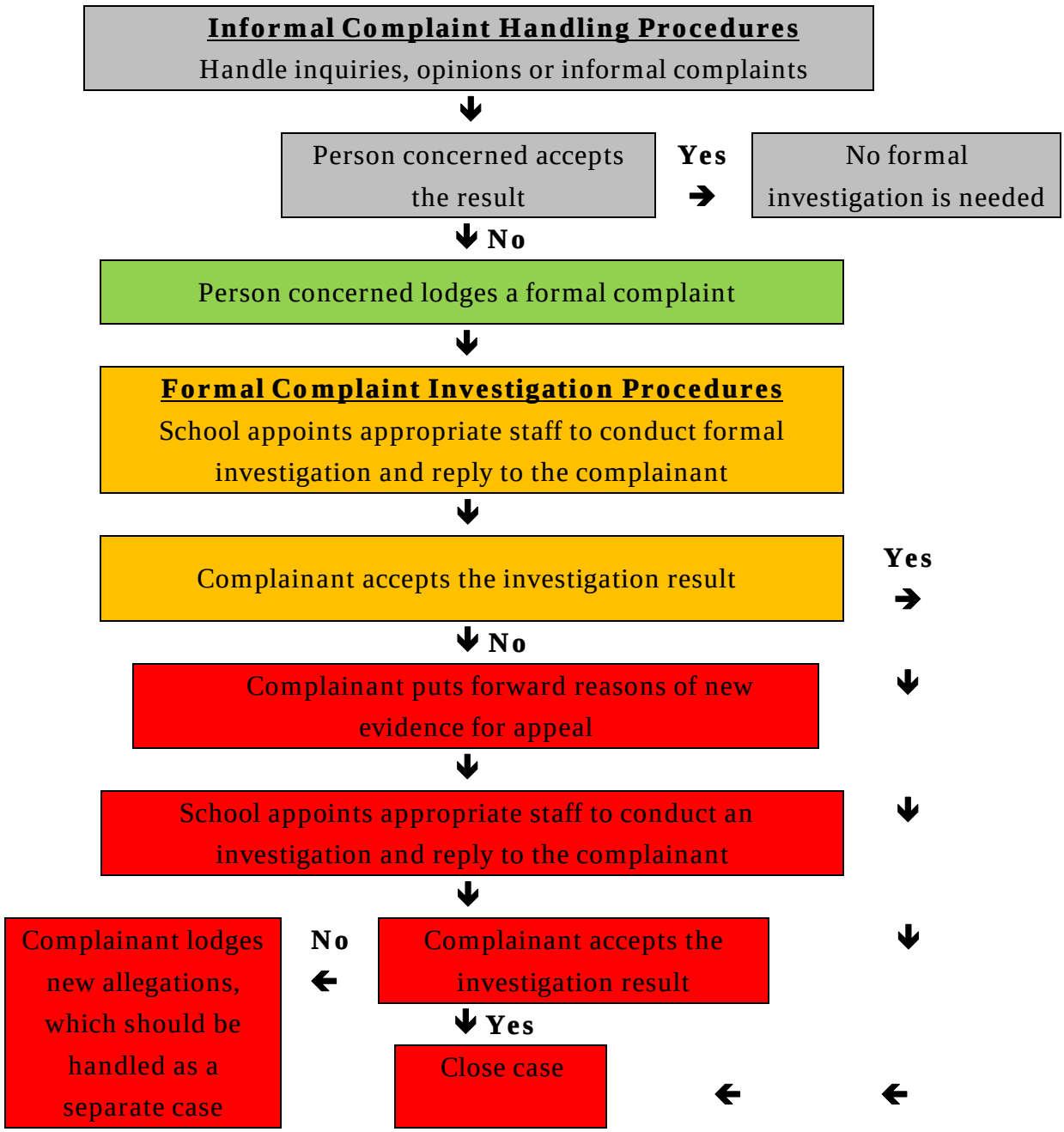
4.3 Before an investigation begins or where appropriate, the administrators who are designated to help with the investigation and related staff members will be required to declare interest. If there is any conflict of interest, the persons concerned will not be delegated to help handle the case or have access to information relating to it.

4.4 The School will ensure that the rights of the complainants or other persons involved in the complaint are being protected and that their future communication and contact with the School would not be affected.

5. Procedure for Handling Complaints

Unless the parent/guardian insists on making a formal complaint, all staff members involved should promptly provide assistance or help resolve his/her problem by following the **Informal Complaint Handling Procedures**. Please refer to the following diagram for the flowchart of complaint handling procedures:

Flowchart of School Complaint Handling Procedures



Remarks:

Investigation Stage

Appeal Stage

5.1 Informal Complaint Handling Procedures

5.1.1 Immediate/Prompt Handling

All inquiries should be handled efficiently and appropriately to avoid miscommunication and remove misunderstanding. The following arrangements should be observed:

- When the School receives an inquiry or informal complaint from parents/guardians, the **frontline staff (Clerical Staff at the General Office/Class Teacher/Subject Teacher)** should handle the matter following the **Informal Complaint Handling Procedures** of the School.

- If the incident is not serious, the **frontline staff (Clerical Staff at the General Office/Class Teacher/Subject Teacher)** should provide whatever assistance or information required, or promptly respond to the concerns raised by the inquirer/complainant and help resolve the problems involved.

- If necessary, the **Head of Department/Senior Teacher/Deputy Headteacher** in charge of the relevant issue should have direct talks or interviews with the person(s) concerned to explain the School's stance and remove any misunderstanding or worries of them.

- An initial response should be given to the inquirer/complainant **within 7 calendar days**.

- If necessary, the frontline staff (Clerical Staff at the General Office/Class Teacher/Subject Teacher) should refer the case to the **Head of Department/Senior Teacher/Deputy Headteacher** in charge for prompt follow up actions and resolutions. The **Headteacher** will decide whether to take up the handling of the case.

5.1.2 Replying to Complaints

- For verbal inquiries/opinions/complaints handled by the Informal Complaint Handling Procedures, **oral replies** will suffice.

- For opinions/complaints which are presented in written form or if the School wishes to make clear its stance or provide necessary details, **simple written replies** will suffice.

5.1.3 Complaint Records

- Cases handled by the **Informal Complaint Handling Procedures** need not be documented in formal written records.

- If an inquirer/complainant has been answered or resolved instantly, the **Head of Department/Senior Teacher/Deputy Headteacher** in charge of the relevant issue should record the key points in a log book for future reference. *(Template of Record Sheet – See Appendix I)*

5.1.4 Appropriate Follow-up

The School will review whether the policies or procedures regarding complaints have been properly followed and suggest appropriate measures to improve the handling of similar cases or prevent similar cases from recurring.

5.2 Formal Complaint Handling Procedures

Arrangements for Investigation and Appeal Stages

If the School has made its best efforts to resolve the problem but the complainant still does not accept the School's response or the problem remains unresolved, the following **Formal Complaint Investigation Procedures** should be initiated.

5.2.1 Investigation Stage

If the School receives any formal complaints (including those referred by the EDB or other organizations), administrators should handle the complaints according to the following procedures:

- The **Head of Department/Senior Teacher/Deputy Headteacher** in charge of the relevant issue will be assigned to investigate the complaint and reply to the complainant;

- Acknowledge receipt of the complaint, seek the complainant's consent to obtain his/her personal data and information relating to the complaint, and inform him/her of the name, post title and phone number of the staff responsible for handling the case for contact purposes *(Templates of Acknowledgement Letters – See Appendices II & III);*

- If necessary, contact the complainant and other persons involved and arrange meetings with them in order to have a better grasp of the situation or request them to provide relevant information;

- Complete the investigation **within 30 calendar days** after receiving the complaint, and send a written reply to inform the complainant of the investigation result;

- If the complainant accepts the investigation result, conclude the case officially; but

- If the complainant does not accept the investigation result or the way the School handles the complaint, and is able to provide new evidence or sufficient justification, he/she may lodge an appeal in writing against the School's decision **within 14 calendar days** from the date of its reply.

5.2.2 Appeal Stage

The following procedures are adopted to handle appeal cases:

- The **Deputy Headteacher/Senior Teacher from a different section** will be assigned to handle the appeal and reply to the complainant;

- Complete the investigation **within two months** after receiving the request for appeal, and send a written reply to inform the complainant of the appeal result;

- If the complainant accepts the appeal result, conclude the case officially;

- If the complainant does not accept the appeal result or the way the School handles the appeal, the School should cautiously review the appeal process to ensure that proper procedures have been followed;

- If the complainant raises other new allegations, the School should handle them separately in order to avoid mixing up the old complaints with the new one.

5.2.3 Complaint/Appeal Records

- The School should keep a clear record of cases handled by the formal complaint investigation procedures. *(Template of Complaint Record – See Appendix IV)*

- The School should establish a complaint record management system to store relevant information (including correspondences, investigation reports and interview records).

- The School should keep statistics of complaints and appeals lodged through either the informal and formal handling procedures for future reference.

5.2.4 Appropriate Follow-up

- At the end of the investigation/appeal stage, the School should review whether the complaint handling policies and procedures are appropriate, and suggest proper measures to improve the method of handling and prevent similar incidents from recurring.

- The **Head of Department/Senior Teacher/ Deputy Headteacher** in charge should inform the person(s) concerned of the School's follow-up actions and outcomes of the review.
- If the complaints remain unresolved after the investigation and appeal stages, complainants or relevant organizations may request the **"Review Board on School Complaints" of the EDB** to follow-up. The School will inform the complainants in the reply that if they do not accept the result of their appeal or the way the appeal has been handled, they may apply in writing to the EDB for a review **within 14 calendar days** from the date of the School's reply.

6. Handling of Oral/Simple Complaints

6.1 Simple Oral Complaints

6.1.1 Complaints may be lodged orally. If the complaint is made verbally, the School may **respond orally**. Oral complaints can be replied by phone.

6.1.2 Sometimes these complaints can be resolved on the spot. The frontline staff (Clerical Staff at the General Office/Class Teacher/Subject Teacher) should in these cases **give an immediate reply**.

6.2 Oral Complaints Demanding Further Investigation

6.2.1 When an oral complaint demands further investigation and a written reply, it should be handled in the same way as a written complaint.

6.2.2 The reply standard for oral complaints is the same as written complaints, i.e. **within 30 calendar days**. Subject to the situation of individual complaints, it is preferable that replies be made as soon as possible.

6.2.3 The relevant frontline staff should seek feedback from the Heads of Department/Senior Teachers/Deputy Headteachers concerned, enquire with them about points of doubt and explore possibility of improvement if the case so merits.

6.2.4 For written replies to oral complaints, the procedure is the same as **Section 7.5** of this manual.

7. Handling of Written Complaints

7.1 Complaint Records

7.1.1 When a written complaint is received, a case file should be opened. The file should contain:

- A copy of the complaint
- Record of investigation
- A copy of the reply

7.2 Reply Standard

7.2.1 If the complaints or appeal is in written form, the School should respond with a **written reply**. The receipt of a complaint must be acknowledged immediately if a full reply cannot be sent **within 7 calendar days**.

7.2.2 A full reply should be given to the complainant **within 30 calendar days** of receipt of the complaint. If it cannot be issued by that date, a further interim reply giving a brief explanation for the delay should be sent to the complainant.

7.2.3 If the case if referred by the EDB/other organizations, a copy of the written reply should be forwarded to the relevant organization for reference.

7.3 Conducting Investigation into the Complaint

7.3.1 The purpose of an investigation is to find out what happened and why, so we can give the complainant a fair explanation and redress, if any. It should be noted that it is only after the investigation that an unsubstantiated complaint can be established.

7.3.2 The purpose and actions of a complaint investigation should be clear and open to the staff members being complained against. They should be informed that their feedback is important for us to establish the facts.

7.3.3 Sometimes staff members are required to give written feedback on complaints.

7.3.4 When conducting investigation into a complaint, the Head of Department/Senior Teacher/Deputy Headteacher in charge should find out all the facts and verify explanations, try to understand why the complaint happened, not just what happened, with a view to making improvement if appropriate.

7.4 Reaching a Conclusion on the Complaint

In reaching a conclusion on the complaint, the **Head of Department/Senior Teacher/Deputy Headteacher** in charge should consult the Headteacher.

7.5 Giving a Substantive Reply on the Complaint

7.5.1 The reply to a complaint must be approved and signed by the Headteacher.

7.5.2 The substantive reply should be copied to the Head of Department/Senior Teacher/Deputy Headteacher concerned.

7.5.3 The reply should be in plain language and, as far as possible, in the same language in which the complaint was lodged.

7.5.4 In giving a reply, demonstrate understanding and appreciation of the reason for complaint.

7.5.5 Clearly show that the complaint has been thoroughly investigated. All relevant points raised in the complaint should be addressed in the reply.

7.5.6 If the complaint has been found to be justified, offer a straightforward apology. Thank the complainant for bringing the matter to our attention. Inform him/her of the steps taken to prevent or minimise the likelihood of a similar situation occurring again.

7.5.7 If the outcome of the investigation is negative for the complainant, clearly explain why the School is unable to uphold the complaint.

8. Staff Members Assisting in the Process of Complaints Handling

8.1 Staff Who are Being Complained Against

Staff members who are being complained against should assist investigation by providing information regarding the complaint incident. They should give written feedback when necessary and may give suggestion for improvement if they see any.

8.2 Heads of Department/Senior Teachers/Deputy Headteachers Who Handle the Complaints

8.2.1 The Heads of Department/Senior Teachers/Deputy Headteachers in charge should be impartial in handling complaints. They should avoid any bias in favour of or against the staff, the School or the complainant.

8.2.2 They should tell staff concerned that the School will treat each and every complaint fairly and objectively.

8.2.3 They should also inform staff that complaint investigation is not a search for someone to blame. It is basically an objective fact-finding exercise to ascertain whether the complaint is substantiated or not.

8.2.4 In asking staff concerned to give written feedback, the Heads of Department/Senior Teachers/Deputy Headteachers in charge should make staff understand that their written responses are necessary to support our reply. Written feedback is necessary for formal complaints handling and have the benefit of avoiding any miscommunication and misunderstanding. It provides a chance for staff concerned to set out what actually happened, and this is crucial to a fair investigation.

8.2.5 The Heads of Department/Senior Teachers/Deputy Headteachers in charge should after investigation draft the replies to the complainants, and seek approval from the Headteacher who will sign all replies.

8.3 Head of Departments/Senior Teachers/Deputy Headteachers of Services Which are Being Complained Against

When services are complained against, the relevant Heads of Department/Senior Teachers/Deputy Headteachers should investigate into the situation and see what measures can be taken to improve the situation, if appropriate.

8.4 Staff Who are Witnesses to the Complaint

When a complainant/staff member being complained against names a particular staff member to have witnessed the complaint incident, that staff member should assist the investigation by giving feedback and answering enquiries.

8.5 Staff Who are Asked to Provide Information/Assistance in the Conduct of Investigation

It is advisable for staff to focus on facts in providing feedback. If feedback is based on impressions, hearsay or guesses, it may not be fair to the party to which such comments are related. They should co-operate with Heads of Department/Senior Teachers/Deputy Headteachers in charge in investigating and replying complaints.

9. Arrangement for Handling Complaints

9.1 Designated Staff

Designated administrators or a task force will be assigned by the School to handle the complaint with reference to the following arrangements:

9.1.1 The administrators who are responsible for the appeal stage should be of a higher rank than those responsible for the investigation stage. If this is not practicable, an administrator from another department will be appointed to ensure fair handling.

9.1.2 The **Primary Division Sub-Committee** will establish a task force to handle special complaint cases. The task force may include **members of the Primary Division Sub-Committee and representatives from the School Committee**. To enhance credibility, the School may invite independent persons such as social workers, lawyers, psychologists and parents or teachers not involved in the case to join the task force to provide professional advice and support.

9.1.3 The appointed administrator should be proactive in communicating with the inquirers/complainants, and prompt in providing responses as well as the

information they need.

9.1.4 The designated administrators are given authorization to handle the cases. They should clearly understand their roles and responsibilities.

9.1.5 Details of deployment of administrators for handling complaints at different stages are as follows:

Target Involved	Example	Investigation Stage	Appeal Stage
Teaching and School Staff	1	Head of Department/ Senior Teacher	Deputy Headteacher
	2	Deputy Headteacher	Headteacher
	3	Headteacher	Chairman of PD Sub-Committee
Headteacher	1	Chairman of PD Sub-Committee	Designated representative from School Committee
	2	PD Sub-Committee Investigation Task Force*	Supervisor/ PD Sub-Committee Appeal Task Force*
Chairman of PD Sub-Committee / Supervisor / PD Sub-Committee		Designated representative from School Committee / Task Force*	Designated representative from School Committee / Task Force*

* If the complaint involves the Headteacher, the Primary Division Sub-Committee Investigation/Appeal Task Force may include independent persons.

10. Handling of Unreasonable Behaviour

10.1 Definition of Unreasonable Behaviour

Complainants' unreasonable behaviour can generally be classified into the following three types:

10.1.1 Unreasonable Attitude or Behaviour

- Acts of violence or intimidation;
- Making complaints with abusive language or in an insulting and discriminating

tone;

- Providing false data or deliberately concealing facts.

10.1.2 Unreasonable Demands

- Requesting a huge amount of information or demanding special treatment;
- Making telephone calls incessantly to ask for a dialogue or an interview, or to command a certain staff member to reply;
- Commanding a certain staff member to meet at a specific time and place.

10.1.3 Unreasonable Persistent Complaints

- Insisting on rejecting the explanations and findings of the School/EDB, and/or requiring the School/EDB to discipline certain person(s), even after appropriate investigation procedures have been taken;
- In respect of the same case, repeatedly making the same complaints or presenting similar justifications as before without providing any new evidence;
- In respect of the same case, persistently bringing in new allegations or new complaint targets, but failing to present concrete evidence;
- Interpreting things in an unreasonable or irrational manner, or wrangling over trivial details.

10.2 School-based Policy on Handling of Unreasonable Behaviours

The **Headteacher** will make the decision to ascertain whether a complainants' behaviour is reasonable and what measure should be taken. If the complaint is lodged against the Headteacher, such decisions will be made by the **Chairman of the Primary Division Sub-Committee**.

10.2.1 Unreasonable Attitude or Behaviour

- Sometimes complainants could be difficult, abusive or even violent. Any acts of violence or intimidation are unacceptable. Administrators are advised to make prior arrangements as far as practicable when they need to interview this kind of complainants, and should convey this message clearly to the complainant and demand that he/she stop acting in such a way.

- Administrators responsible for handling complaints should stay alert and take

suitable action to protect their own safety. Such actions include getting a colleague to attend the interview as well, meeting the complainant in a safe place where the administrators can leave easily in case of need, inviting the complainant to voice his/her dissatisfaction over the phone, etc. If the complainant refuses to comply after the warning, the administrator may terminate the meeting or conversation with him/her.

- Administrators can make the decision on whether to terminate the interview or dialogue with the complainant and ask the complainant to leave if his/her behaviour poses an immediate threat to their personal safety or damages their personal interests. In an emergency or if it is deemed necessary, call for the assistance of the security guard or the police. The School will also consider taking legal action.

10.2.2 Unreasonable Demands

- If a complainant makes unreasonable demands which have an adverse impact on the School such as interrupting our normal operation, we will consider putting restrictions on the complainant's contacts with the School. The complainants might be required to make an appointment before visiting the School, submit his/her views in writing, or contact only with the administrator designated by the School. The complainant will be notified in writing of such arrangements and handling procedures.

- Only when the complainant's behaviour improves will the School consider whether the restrictions should be lifted. The School will review the conditions for imposing such restrictions.

10.2.3 Vexatious Complaints

- Vexatious or malicious complaints are not common, and relatively easy to spot. If a complainant is found to be abusing the process, the administrator needs to consult the Headteacher, who could decide to write to the complainant that we would no longer respond to his/her complaint on matters which have been thoroughly dealt with.

10.2.4 Repeated Complaints

- Repeated complaints should be handled by an administrator senior to or no junior in rank than the one who made the first reply. Where a complainant is not satisfied with an administrator's reply, the further complaint should either be handled by senior management or the Headteacher.

10.2.5 Unreasonable Persistent Complaints

- In the case of persistent complaints, where the complaint is repetitive and contains no new circumstances or information that would justify reopening the case, direction from senior management or the Headteacher may be sought on whether correspondence should be discontinued.

- If the case has been carefully examined and properly handled under the prescribed investigation and appeal procedures, and a detailed and unbiased written explanation regarding the outcome has been sent to the complainant, the School will make the decision to restrict or stop contacts with the complainant, and cease handling the case altogether.

- Termination of correspondence on a complaint should only be taken if a substantive reply has been issued, the senior management is satisfied that the complaint has been handled properly and in accordance with established procedures, and that further correspondence will constitute a waste of school resources.

- The School will inform the complainant in a firm manner that a final decision has been made regarding the case and that the decision is irreversible.

- The School will send a "Reply Note" to the complainant, referring to him/her to the replies previously given, and reiterate that the School will neither respond to the same complaint nor contact him/her again *(Template of Reply Note – See Appendix V).*

11. Outcome of Complaints Handling

11.1 Substantiated or Partially Substantiated Complaints

When a complaint is found to be substantiated or partially substantiated, the reply should contain the appropriate redress (e.g. an apology) and our commitment to put in place measures to prevent recurrences. Follow-up actions must be taken to put things on the right track.

11.2 Unsubstantiated Complaints

When a complaint is found to be unsubstantiated, an explanation should be given to the complainant on why the complaint incident happened as it was.

11.3 Keeping Staff Informed

The staff and Heads of Department/Senior Teachers/Deputy Headteachers concerned would be kept informed of the outcome of the complaints.

12. Counting of Complaints

12.1 Anonymous complaints should be recorded in the same way as signed complaints even though it is not possible to acknowledge or reply to them.

12.2 Repeated complaints filed by the same person on the same subject should be treated as **one complaint**, unless there is a material change in the substance or circumstances. When a repeated complaint is about the way the original complaint was handled (i.e. a review), it should be recorded and treated as a **new complaint**. A repeated complaint against the outcome of an investigation (i.e. an appeal) should be treated as a new complaint only when there is a change in substance or circumstance.

12.3 Complaints referred from public bodies like the Education Bureau, Ombudsman, the Office of the Privacy Commissioner for Personal Data and the Equal Opportunities Commissioner, if received for the first time (i.e. it is not a repeated complaint filed by the same person on the same subject without any material change in the substance or circumstance), it should be counted as a **new complaint**.

12.4 When multiple copies of the same complaint letter/e-mail from different people are received and the contents relate to the same issue, they should be treated as **one complaint** but the number of complainants should be recorded.

13. Other Relevant Considerations in Complaints Handling

13.1 Confidentiality

For complaints against staff members, a “Restricted (staff)” file should be opened.

13.2 Personal Data (Privacy) Consideration

The requirements of Personal Data (Privacy) Ordinance must be followed in handling complaints.

Appendix I

Diocesan Boys' School Primary Division

Record Sheet of Cases Handled by Informal Procedures

Date of Enquiry/Complaint: _____ Time: _____ am/pm

Mode: ☐ Call the General Office ☐ Call the Headteacher/Deputy Headteacher/ Class Teacher/Responsible Teacher

☐ In Person ☐ By Email/Fax

☐ Others (Please specify: _____)

Name of Enquirer/Complainant: _____

Identity of Complainant: ☐ Parent ☐ Others (Please specify: _____)

Contact Information (by Telephone/fax/email*): _____

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: _____)

_____	_____	_____	_____
Name of Responsible Person	Post	Signature	Date

* Please delete where inappropriate

Appendix II

ALL CORRESPONDENCE SHOULD BE
ADDRESSED TO THE HEADTEACHER.
TELEPHONE: 3159 4200
FAX: 2624 7292

DIOCESAN BOYS' SCHOOL
PRIMARY DIVISION
131 ARGYLE STREET,
KOWLOON,
HONG KONG.

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

DD MM YYYY

Name of complainant
Address of complainant

Dear Mr./Ms. XXXX,

This is to inform you that the School received your written/verbal complaint on DD MM YYYY. The case is being investigated and a reply will be sent to you as soon as possible.

If you have any inquiries, please contact Mr./Ms. XXXX (Head of Department/Senior Teacher/Deputy Headteacher) at XXXXXX (telephone number).

Thank you for your attention.

Yours faithfully,

Dr. Daphne Ho
Headteacher

Appendix III

ALL CORRESPONDENCE SHOULD BE
ADDRESSED TO THE HEADTEACHER.
TELEPHONE: 3159 4200
FAX: 2624 7292



DIOCESAN BOYS' SCHOOL
PRIMARY DIVISION
131 ARGYLE STREET,
KOWLOON,
HONG KONG.

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

DD MM YYYY

Name of complainant
Address of complainant

Dear Mr./Ms. XXXX,

This is to inform you that the School 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. XXXX (Head of Department/Senior Teacher/Deputy Headteacher) at XXXXXX (telephone number).

Thank you for your attention.

Yours faithfully,

Dr. Daphne Ho
Headteacher

REPLY FORM

To: Diocesan Boys' School Primary Division

File No.: _____

Name of Complainant: Mr./ Ms._____
[Please write the name as stated 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/organizations; and

2. The school may ask relevant persons/organizations for my personal details and other information related to this complaint.

_____ _____
Date Signature of Complainant

Items that must be completed

Appendix IV

Diocesan Boys' School Primary Division
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./Ms./Mrs. _____

Identity: ☐ Parent ☐ Councilor ☐ Public

☐ Organization: _____

☐ Others: _____

☐ Authorized 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:

☐ Headteacher ☐ Teacher ☐ Staff

☐ Others: _____

Areas of Complaint:

☐ Management and Organization ☐ Learning and Teaching

☐ School Ethos and Student Support ☐ Student Performance

☐ Others: _____

Summary of Complaint:

<u>Investigation Stage:</u>

Person-in-charge: _____

Issue of Notice of Acknowledgement (Date: _____)

Telephone Contact (Date: _____)

Interview with Complainant (Date: _____)

Issue of Written Reply (Date: _____)

Others: _____

Summary of Findings:

<u>Appeal Stage</u> (if applicable):

Date of Appeal: _____

Person-in-charge: _____

Issue of Notice of Acknowledgement (Date: _____)

Telephone Contact (Date: _____)

Interview with Complainant (Date: _____)

Issue of Written Reply (Date: _____)

Summary of Appeal Result:

Follow-up Actions or Recommendation (if applicable):

Signature of Person-in-charge: _____

Appendix V

ALL CORRESPONDENCE SHOULD BE
ADDRESSED TO THE HEADTEACHER.
TELEPHONE: 3159 4200
FAX: 2624 7292



DIOCESAN BOYS' SCHOOL
PRIMARY DIVISION
131 ARGYLE STREET,
KOWLOON,
HONG KONG.

REPLY NOTE

DD MM YYYY

Name of complainant
Address of complainant

Dear Mr./Ms. XXXX,

The School 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 faithfully,

Dr. Daphne Ho
Headteacher