

**Stewards Pooi Kei College**

**Guidelines for  
Enhancing  
Communication  
and Handling  
School Inquiries /  
Complaints**

# **Contents**

<b>Foreword</b>	
<b>Chapter I</b>	<b>Scope of Application</b>
<b>Chapter II</b>	<b>Guiding Principles for Handling Inquiries/ Complaints</b>
<b>Chapter III</b>	<b>Procedures for Handling Inquiries/ Complaints</b>
<b>Chapter IV</b>	<b>Arrangement for Handling Inquiries/ Complaints</b>
<b>Chapter V</b>	<b>Review of Inquiries/ Complaints</b>
<b>Chapter VI</b>	<b>Handling of Unreasonable Behaviour</b>
<b>Appendix I</b>	<b>Examples of Inquiries/ Complaints Relating to Daily Operation and Internal Affairs of Schools</b>
<b>Appendix II</b>	<b>Summary Record Sheet of Informal Inquiries/ Complaints</b>
<b>Appendix III</b>	<b>Acknowledgement Letter (1)</b>
<b>Appendix IV</b>	<b>Acknowledgement Letter (2)</b>
<b>Appendix V</b>	<b>Record of Inquiries/ Complaint Case</b>
<b>Appendix VI</b>	<b>Reply Card</b>

## **Foreword**

### **Handling Inquiries/ Complaints in a Positive Manner**

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 inquiry, consultation and communication, some people would still lodge complaints with schools for one reason or another. SPKC will handle inquiries/complaints positively, with patience and understanding, and provide prompt responses within an appropriate time frame. In fact, constructive criticisms and reasonable inquiries/ complaints should be valued as they may help the School improve. In addition to adopting an open attitude to diverging views, the School will also review our existing policies, procedures and measures for the continuous improvement of our administration. Should misunderstanding or insufficient communication be identified as the actual cause of any inquiries/ complaints, the School will undertake to explain to the inquirer(s)/ complainant(s) fully and sincerely to remove their doubts.

### **Formulating a School-based Mechanism**

In order to handle inquiries/ complaints more speedily and effectively, and to respond to the reasonable demands from inquirers/ complainants, the School has established a school-based mechanism and procedures according to our own situations and needs. A sound school-based inquiries/ complaint handling mechanism can help get to the root of the issues and take appropriate follow-up actions, such as introducing new measures or improving the existing policies and practices to prevent similar problems from recurring.

With reference to the school-based mechanism and procedures set in this Guidelines, the School could handle different types of inquiries/ complaints lodged by parents, students and public through different channels such as post, email, fax, phone enquiries and in person more effectively.

### **Enhancing Effectiveness of Governance**

The EDB and the school sector share the common vision of strengthening school governance and providing quality education service. A healthy school governance culture is conducive to reducing misunderstandings and complaints.

A good communication culture and a sound inquiry/ complaint management system are prerequisites for quality service and governance in school. The School is set on maintaining a close partnership and strengthening communication with our stakeholders.

## **Chapter I Scope of Application**

### **1.1 Inquiries/Complaints about the daily operation and internal affairs of schools**

- (i) If the inquiries/ complaints are about the daily operation and internal affairs of school, the inquirer/ complainant should lodge his/her inquiry/ complaint directly to the School for effective handling if it concerns the daily operation and internal affairs of the School (Appendix I)
- (ii) The School will handle the inquiries/complaints about daily operation and internal affairs with reference to the Education Ordinance, Education Regulations, Codes of Aid, relevant circulars, guidelines and codes of practice to ensure compliance with the relevant requirements.
- (iii) Upon receipt of any inquiries/complaints about the daily operation and internal affairs of the School from members of the public or via other organisations (such as the Chief Executive's Office, Legislative Council, Equal Opportunities Commission (the EOC), District Council, Offices of Councillors or other government departments), the EDB will seek the inquirer/complainant's consent to refer the inquiry/complaint to us for investigation and direct response. If the inquirer/complainant does not consent to the referral, the EDB will not investigate the complaint. However, if the inquiry/complaint involves any serious incident or school maladministration, even without the inquirer/complainant's consent, the EDB may, without disclosing any personal information, allow the school access to the content of the inquiry/complaint so that the School could make improvements to its administration system.
- (iv) The EDB may conduct direct investigation of any inquiries/complaints under special circumstances, e.g. suspected breaches of the Education Ordinance, Education Regulations or Codes of Aid, non-compliance with the requirements stipulated in the relevant circulars, guidelines and codes of practice, student safety being endangered, school operation being seriously impeded, maladministration of the SMCs or serious mismanagement by the School.
- (v) To ensure compliance with respective requirements, the School will at the same time refer to the relevant circulars, guidelines and codes of practice when handling complaints of different nature or complaints related to legislations other than Education Ordinance, such as:
  - ◆ Complaints about child abuse: EDB Circular No. 1/2012 "Handling Child Abuse and Domestic Violence Cases"
  - ◆ Complaints about disability discrimination: EDB Circular No. 14/2001 "Commencement of the Code of Practice on Education"; and "Disability Discrimination Ordinance Code of Practice on Education" issued by the EOC
  - ◆ Complaints about equal opportunities: EDB Circular No. 33/2003 "The Principle of Equal Opportunities"

- ◆ Complaints about gender discrimination and sexual harassment: EDB Circular No. 2/2009 “Amendment to the Sex Discrimination Ordinance (Cap. 480)” and “Questions and Answers on Preventing Sexual Harassment in Schools” issued by the EOC
- ◆ Complaints about race discrimination: EDB Circular No. 25/2008 “Race Discrimination Ordinance” and booklet on “Racial Equality and School Uniform” issued by the EOC
- ◆ Complaints about procurement of services and goods (such as school bus service, provision of meal boxes, etc.): EDB Circular No. 4/2013 “Procurement Procedures in Aided Schools”, EDB Circular No. 24/2008 “Trading Operations in Schools”, and “Corruption Prevention Best Practice: Governance and Internal Control in Schools” and “The Integrity Management for Schools – A Practical Guidebook for School Staff” issued by the Independent Commission against Corruption (ICAC)
- ◆ Complaints about acceptance of advantages and donations: EDB Circular No. 14/2003 “Acceptance of Advantages and Donations by Schools and their Staff”

## **1.2 Complaints about the Education Ordinance, education policies and services provided by the EDB**

- (i) The EDB is responsible for formulating education policies, enforcing the Education Ordinance and providing education services. If a complaint falls into any of the following categories, it should be lodged to the EDB for direct handling, even though the case may have taken place in the School:
  - ◆ Complaints about education policies (e.g. class structure and class size);
  - ◆ Complaints about alleged contravention of the Education Ordinance (e.g. in relation to corporal punishment, unregistered teacher) or contravention of the Codes of Aid (e.g. exorbitant charges, expulsion of students); and
  - ◆ Complaints about services directly provided by the EDB (e.g. school place allocation, services provided by the Regional Education Offices).
- (ii) The EDB will also draw reference from relevant internal guidelines in handling the above complaints.

## **1.3 The Guidelines are not applicable to handling of the following types of complaints:**

- ◆ Complaints related to ongoing legal proceedings;
- ◆ Complaints under the jurisdiction of other organisations/government departments;
- ◆ Complaints governed by other ordinances or statutory regulations such as complaints against corruption, fraud or theft;
- ◆ Complaints lodged by school staff (if the School receives any such complaints, we will handle them in accordance with the specifications of the school-based or the sponsoring body’s mechanism and guidelines for staff

complaints; if the EDB receives such complaints, it will handle them in accordance with the current procedures and reply to the complainant directly.)

1.4 If the complaints fall into the categories specified in paragraph 1.1 (i) above, the School will refer to the relevant circulars, guidelines and codes of practice in handling such complaints.

**1.5 In general, the School will not handle the following types of inquiries/complaints:**

**(i) Anonymous inquiries/ complaints**

- ◆ Whether the inquiry/complaint is made in written form or in person, the inquirer/complainant should provide his/her name, correspondence/e-mail address and/or contact phone number. If in doubt, the School may request the inquirer/complainant to show his/her identity documents.
- ◆ Should the inquirer/complainant fail or refuse to provide these personal details, thus rendering it impossible for the School to investigate the inquiry/complaint and reply in writing, the inquiry/complaint will be deemed anonymous and the School will not handle it.
- ◆ However, under special circumstances (e.g. when there is sufficient evidence or when the case is serious or urgent), the middle or senior management of the School may decide whether to follow up with an anonymous inquiry/complaint, such as treating it as an internal reference, informing the respondent about the inquiry/complaint, or taking appropriate remedial and improvement measures.
- ◆ If follow-up actions are considered unnecessary, the School will briefly state the reasons and put on file for record.

**(ii) Inquiries/complaints not made by the person concerned**

- ◆ Generally speaking, the person concerned should lodge the complaint by himself/herself. Anyone who seeks to file a complaint on behalf of the person concerned has to obtain his/her prior written consent.
- ◆ If the case involves a student, then his/her parents/guardian, or the person authorised by the parents/guardian, may lodge a complaint on his/her behalf.
- ◆ If a complaint is lodged by more than one person on behalf of the person concerned, the School may require the person concerned to appoint one of them as the contact person.
- ◆ Sometimes a complaint is lodged on behalf of the person concerned or referred by other organisations/groups such as Legislative councillors, district councillors, trade unions or the media. Since there is no current legislation which empowers any organisation/group to complain on behalf of someone else, the School would not accept such kind of complaint. If, however, the organisation/group has obtained prior written authorisation

from the person concerned, the School will handle the complaint in accordance with the prescribed procedures.

**(iii) Complaints involving incidents that happened more than one year**

- ♦ Normally, complaints related to the daily operation of the School should be lodged within the same school year. If the incident involved had happened more than one year, the environment might have changed or evidence might have disappeared, or the complainant/respondent might have already left his/her post or the school. The School will not be able to investigate the complaint because of the difficulty in collecting evidence. To provide greater flexibility, the one-year limit within which a complaint may be lodged should be one calendar year from the occurrence of the incident involved.
- ♦ Even though the complaint is filed after the incident had taken place more than one year, the School may decide to conduct an investigation under special circumstances, e.g. when there is sufficient evidence, or when the nature of the complaint is serious and urgent.

**(iv) Complaints with insufficient information**

- ♦ The School may require the complainant to provide concrete information regarding a case. If the complainant fails to provide sufficient information to allow investigation to proceed, the School may not handle the complaint concerned.

## **Chapter II Guiding Principles for Handling Inquiries/Complaints**

In handling school-related inquiries/complaints made by parents, students or the public, the School will refer to the following guiding principles:

### **Principle I: Handling of inquiries/complaints by the appropriate party/parties**

2.1 The School should handle those inquiries/complaints relating to our daily operation and internal affairs, and the EDB should handle those complaints concerning the Education Ordinance, education policies and services.

2.2 Complaints related to suspected breaches of other legislations of Hong Kong should be lodged to and handled by the relevant law enforcement agencies (e.g. the ICAC, Hong Kong Police Force). If the complaints fall into the categories specified in paragraph 1.1 (i) above, the School should refer to the relevant circulars, guidelines and codes of practice in handling such complaints.

2.3 If a complaint involves both the School and the EDB, it should be handled by the School and related division(s)/section(s) of the EDB.

### **Principle II: Timely and efficient handling**

2.4 The School should handle and respond to all verbal or written inquiries, opinions or complaints within **three** working days.

2.5 If an incident is referred or reported to the School by the media, the School should adopt the following measures:

- ◆ Principal or the designated vice-principal will be the spokesperson to handle inquiries from the public/the media so as to avoid giving confusing messages.
- ◆ provide appropriate responses or clarification to the public as soon as possible within **two** working days, including information about actions taken or preliminary investigation results, and ensure that the information provided is clear, accurate and in line with requirements under the Personal Data (Privacy) Ordinance.
- ◆ inform all teaching staff, students and parents of the progress of the case as far as possible, observe whether students and staff have been emotionally affected by the incident, and provide them with appropriate counselling where necessary.

### **Principle III: Clear and transparent mechanism**

2.6 The School will, in collaboration with our School Sponsoring Bodies, the Stewards set up a clear and effective school-based mechanism as well as procedures for



speedy and proper handling of inquiries and complaints.

2.7 The School will prepare guidelines for stakeholders on the relevant policies, procedures and responsible staff for handling inquiries/complaints. Parents and staff should be aware of the details of the procedures through different channels, e.g. school websites, circulars, student handbooks, staff meetings, parent-teacher meetings, seminars and school events.

2.8 The School will review our inquiry/complaint handling policies and guidelines by consulting our staff and parents, and revise the handling procedures whenever necessary.

#### **Principle IV: Fair and impartial handling**

2.9 The School should approach complaints positively and treat the complainants and respondents of the complaints fairly. The School should ensure that sufficient appeal channels are provided and consider inviting independent persons to participate in the inquiry/complaint/appeal handling process, if necessary.

2.10 Before an investigation begins or where appropriate, the designated staff and related individuals should declare interests. If there is any conflict of interest, the persons concerned should not be involved in handling the case or have access to information relating to it.

2.11 To avoid conflict of interest, any staff member who is the respondent of the inquiry/complaint should not be involved in handling the case, supervising the investigation, or signing and issuing letters to the inquirer/complainant.

2.12 The School should see to it 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.

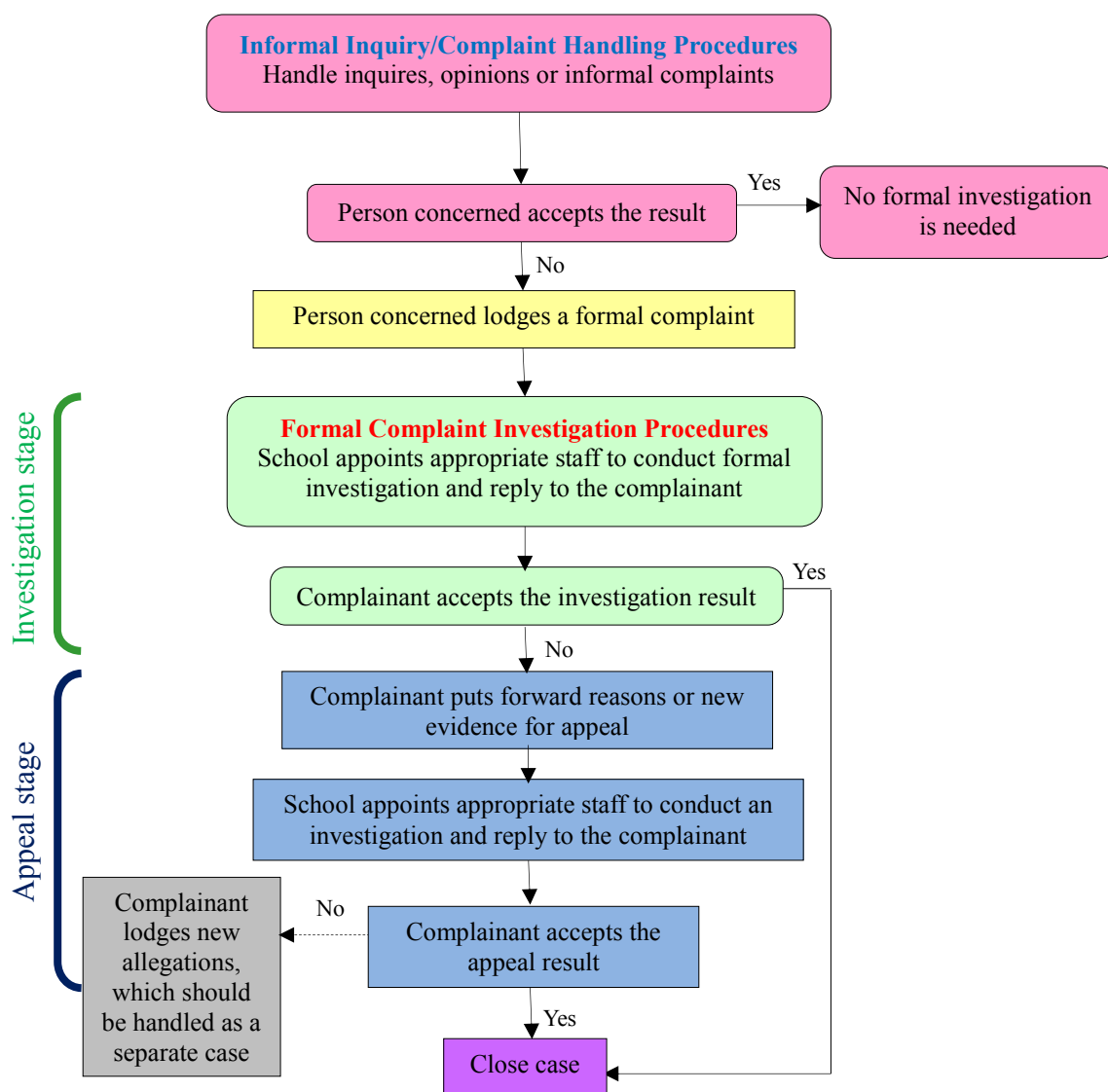
## Chapter III Procedures for Handling Inquiries/Complaints

### Interpretation of Inquiries/Complaints

3.1 To avoid confusion in the handling process, the frontline staff of the School should carefully differentiate between concerns and complaints. A concern refers to the inquiry or opinion expressed by the stakeholders for the interests of themselves, their children or the School, with a view to changing or improving the existing situation. A complaint is an expression of disappointment, dissatisfaction or grievance expressed by the complainant. They may demand the School to rectify its mistakes, take disciplinary action against the suspected offenders, or resolve the issue(s) raised in the complaint. The responsible staff should avoid mixing up concerns with complaints in order to decide the appropriate procedures to handle them.

3.2 In general, unless the person concerned insists on making a formal complaint, the responsible staff can promptly provide assistance or help resolve his/her problem by following the informal complaint handling procedures. Please refer to Diagram 1 for the flowchart of inquiry/complaint handling procedures in schools.

Diagram 1: Flowchart of School Inquiry/Complaint Handling Procedures



## **Informal Inquiries/Complaints Handling Procedures**

### **Immediate/prompt handling**

3.3 If the School handles inquiries or complaints efficiently and appropriately, we will manage not only to remove misunderstandings and forestall crises, but also enhance our own image. The School will adopt the following arrangements:

- ♦ If the School receives an inquiry, opinion or informal complaint from the public, whether verbal or written, the frontline staff should clearly distinguish its nature and take appropriate action. In general, if the case does not require an investigation involving evidence collection, or the person concerned does not request a formal written reply, the frontline staff may handle the matter following the informal complaint handling procedures of the School.
- ♦ The frontline staff should listen to the concerns of the inquirer/complainant with care and understanding. If the incident is not serious, they will 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 school staff in charge of the relevant issue will have direct talks or interviews with the person(s) concerned to explain the School's stance and remove any misunderstanding, misgivings or worries of them.
- ♦ The School will have an initial response to all verbal or written inquiries within three working days.
- ♦ If necessary, the frontline staff will refer the case to a designated staff or a senior officer for prompt follow up actions and resolutions. The principal may decide whether to take up the handling of the case, depending on the situation of the School and the nature of the case.

### **Replying to inquiries/complaints**

3.4 For verbal inquiries/opinions/complaints handled by the informal complaint handling procedures, oral replies will suffice and written replies are normally not required.

3.5 For opinions/inquires/complaints which are presented in written form or if the School wishes to make clear its stance or provide necessary details, the responsible staff may decide whether a simple written reply to the person(s) concerned/inquirer/complainant is appropriate.

### **Inquiry/Complaint records**

3.6 Cases handled by the **informal inquiry/complaint** handling procedures normally need not be documented in formal written records. **If an inquiry/complaint has been answered or resolved instantly, the designated staff or the principal will record the key points in a summary form for future**

**reference. A Summary Record of Informal Inquiries/Complaints is used. (Appendix II)**

### **Appropriate follow-up**

3.7 The School will review whether the policies or procedures regarding inquiries/complaints have been properly followed and suggest appropriate measures to improve the handling of similar cases or prevent similar cases from recurring. If necessary, the responsible staff may brief the person(s) concerned on the follow-up actions that the School has adopted and the results that follow.

## **Formal Complaint Investigation Procedures**

### **Arrangements for the investigation and appeal stages**

3.8 If the School has made its best efforts to resolve the problem through the informal complaint handling procedures but the complainant still does not accept the School's response or the problem remains unresolved, the following formal complaint investigation procedures (including an appeal mechanism) should be initiated:

#### **(i) Investigation stage**

If the School receives any formal complaints (including those referred by the EDB or other organisations), the following procedures will be adopted:

- ◆ in accordance with the school-based mechanism, an appropriate staff 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. Acknowledgement Letters are provided in Appendix III and IV;
- ◆ if necessary, contact the complainant and other persons involved or arrange meetings with them in order to have a better grasp of the situation or request them to provide relevant information;
- ◆ handle the complaint as quickly as possible (the School will complete our investigation within two months 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 handled 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 days from the date of its reply.

#### **(ii) Appeal stage**

The School will adopt the following procedures with appeal cases:

- ♦ in accordance with the school-based mechanism, an appropriate staff of a higher rank than those responsible for the investigation stage, or staff from a different section will be assigned to handle the appeal and reply to the complainant;
- ♦ handle and resolve the appeal as quickly as possible (the School will 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 handled the appeal, the School will review the appeal process to ensure that proper procedures have been followed.
- ♦ if the complainant raises other new allegations, the School will handle them separately in order to avoid mixing up the old complaints with the new ones.

### **Resolving conflict through mediation**

3.9 When handling complaints, the School will adopt different means to resolve conflicts quickly. This includes seeking mediation service from a mediator, or inviting independent persons/professionals to provide impartial views to assist the persons concerned (including the complainants and the persons/organisations being complained against).

### **Responding to complaints/appeals**

3.10 If the complaint or appeal is in written form, the School will respond with a written reply. If the complaint is made verbally, the responsible staff may decide whether to respond orally or in writing. If the case is referred by the EDB/other organisation(s) in written form, a copy of the written reply should be forwarded to them for reference.

At the end of the investigation/appeal stage, the School will review whether the complaint handling policies and procedures are appropriate, and suggest proper measures to improve the method of handling and to prevent similar incidents from recurring. The staff in charge should inform the person(s) concerned of the School's follow-up actions and outcome of the review.

Generally speaking, the time limit for replying to a complaint/appeal should start from the date on which it is received or when the complainant agrees to let the School have access to his/her personal data. If the information submitted is incomplete, the time limit should start from the date on which the School receives from the complainant the necessary information. If a reply cannot be given within the specified period, the School should explain to the complainant in writing why a longer handling time is needed.

### ***Complaint/appeal records***

3.11 The School will keep a clear record of cases handled by the formal complaint investigation procedures. The complaint record form is given in Appendix V. The School will establish a complaint record management system to store relevant information (including correspondences, investigation reports and interview records). In addition, the School will keep statistics of complaints and appeals lodged through either the informal or formal handling procedures for future reference.

## Chapter IV Arrangement for Handling Complaints

### Designated staff

4.1 Taking into account the nature of the complaint, its scope and the people involved, we would designate staff members(s) or set up a task force to handle the complaint with reference to the following arrangements:

- ♦ Where necessary, the School or the Stewards may establish a task force to handle special complaint cases. Depending on the situation, the task force may include members of the SMC and representatives from the Stewards. 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 if necessary.
- ♦ The appointed staff should be proactive in communicating with the inquirers/complainants, and prompt in providing responses as well as the information they need. The School will also ensure that frontline/ designated staff have proper authorisation and clearly understand their roles and responsibilities.
- ♦ Concerning the deployment of staff for handling complaints at different stages, please refer to the examples in the table below:

Targets involved	Investigation stage	Appeal stage
Teaching and school staff	Senior teacher/ Vice-principal	Principal
Senior Teacher	Vice-principal	Principal
Vice-principal	Principal	School Supervisor
Principal	School Supervisor	SMC Investigation Task Force
School Supervisor or SMC members	SMC Investigation Task Force	The Stewards Investigation Task Force

### Confidentiality

4.2 All contents and information of complaints should be kept strictly confidential and restricted to internal reference or reference by relevant persons only.

4.3 When the School needs to collect personal data during the handling process or when the School receives requests for the disclosure of data/records in respect of the complaint case, the regulations and recommendations laid down in the Personal Data (Privacy) Ordinance should be observed. This includes clearly stating the purpose and the form of collection of personal data, and that the data will only be used for handling the complaint or appeal cases.

4.4 The School should adopt appropriate security measures to protect personal data and privacy, such as keeping the data in safe places (e.g. cabinets under lock and key). Computer data should be protected by passwords. Use of portable data storage devices should be tightly controlled. Where necessary, encrypted portable data storage devices should be used.

4.5 The School will establish procedures to ensure that only authorised persons are allowed access to information relating to the case. The responsible persons will not disclose or discuss in public any contents or information relating to the case without authorisation.

4.6 The School can incorporate the arrangements for interviews or meetings with relevant parties into the school-based complaint handling mechanism. To avoid misunderstanding, the School should:

- ♦ state clearly whether the person(s) concerned can be accompanied by others (e.g. relatives) during the interview/meeting and reiterate this stance before the interview/meeting starts; and
- ♦ indicate before the interview/meeting starts that audio/video recording is prohibited or otherwise the consent of all attendees must be obtained if the session is to be audio/video recorded. This stance should be reiterated before the end of the interview/meeting.

### **Follow-up and evaluation**

4.7 The School will conduct a comprehensive review on the strategies, process and steps we have taken in handling complaints in order to benefit from past experiences, improve our way of handling, and prevent similar cases from recurring.

4.8 The School will take appropriate follow-up measures to improve our services or revise relevant policies for enhancement of professional standards of our services.

4.9 The School will regularly review our own complaint handling policies and report to the SMCs by providing, for example, relevant data concerning complaint/appeal cases, and suggest, if necessary, improvement measures to enhance our school-based complaint handling mechanism and procedures.

### **Support and training**

4.10 The School will provide appropriate training to assist staff to effectively handle inquiries/complaints, e.g. providing training programmes on communication, negotiation and mediation skills, or arranging experience sharing sessions for frontline/designated staff to enhance their capability in handling inquiries/complaints and resolving conflicts.



4.11 To enhance the knowledge and skills of school staff (including principals, teachers, administrative and frontline staff) in the prevention and handling of inquiries/complaints, the School will encourage staff to attend relevant courses organized by the EDB.

## **Chapter V Review of Complaints**

5.1 Most school-related inquiries/complaints can be settled through the informal/formal inquiry/complaint handling procedures. However, some complaints may remain unresolved after the investigation and appeal stages. Complainants or relevant organisations (including schools/the EDB) may request the “Review Board on School Complaints” (Review Board) to review these cases under the following circumstances:

- ♦ The complainant provides substantial grounds or new evidence to show that the School/EDB has handled the case improperly.
- ♦ The complaint has been properly dealt with through established procedures by the School/EDB but the complainant refuses to accept the investigation result and continues to complain.

### **Membership of the Review Board**

5.2 The EDB has set up a Panel of Review Boards on School Complaints Panel. Its members are independent persons from the education and other sectors appointed by the Permanent Secretary for Education. The Panel comprises a Chairperson, a Deputy Chairperson and at least ten members. The tenure of membership is two years.

- Where necessary, the Panel may set up several Review Boards to review different complaint cases. Each Review Board is composed of the following members:
  - (i) The Chairperson/Deputy Chairperson of the Panel; and
  - (ii) Two other members appointed by rotation from the Panel.
- If necessary, the Review Board may invite up to two non-members (such as school staff, representatives of the EDB or professionals) to sit on the Board to provide information and/or advice on the case.
- Members of the Review Board should declare interests. Persons who have any conflict of interest with the organisations and/or persons relating to the case under review are obliged to refrain from participating in the review.

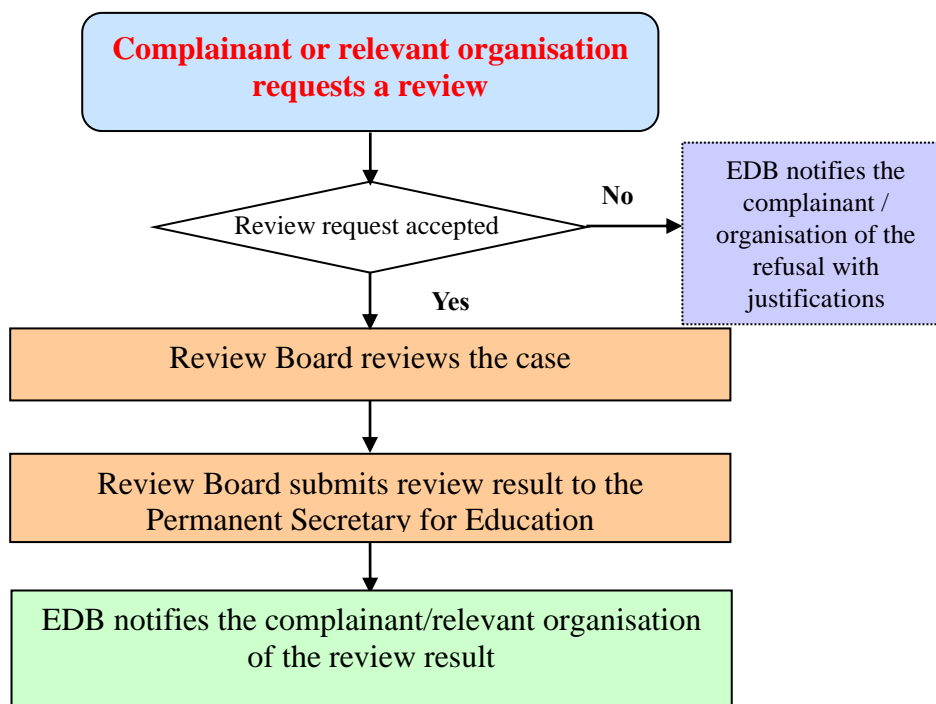
### **Functions and Powers of the Review Board**

5.3 The Review Board is responsible for reviewing school-related complaint cases that have been handled by schools or the EDB through the investigation and appeal stages. The review results and recommendations will be submitted to the Permanent Secretary for Education for consideration.

### **Review procedures**

5.4 Please see Diagram 2 for the review procedures.

**Diagram 2: Review Stage**



5.5 The School should inform complainants in their reply after the appeal 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 days from the date of the School's reply. In requesting a review, the complainant should state explicitly in the application the reasons for his/her discontent (e.g. the case has not been handled according to proper procedures or the investigation result is prejudiced) and provide substantial justifications or new evidence. The EDB will then forward the case to the Review Panel to decide whether a review should be conducted.

5.6 If the review application is accepted, the Panel will set up a Review Board to handle it. If the application is unsuccessful, the EDB will inform the applicant/relevant organisation in writing of the reasons for refusal.

5.7 The person who requests a review is required to sign a letter of consent, authorising the Review Board to forward information regarding the complaint to the School/School sponsoring body and/or other relevant organisation(s)/person(s). The Review Board also has the right to obtain information related to the complaint/review from the complainant, the School/School sponsoring body and/or other relevant organisation(s)/ person(s).

5.8 The review process mainly involves examination of investigation reports and related documents. Taking into account the subject matter and nature of the case, the Panel may:

- ♦ scrutinise the information provided by the complainant, respondent, School/School sponsoring body and/or EDB, as well as the files and records associated with the case;
- ♦ require the complainant, respondent, School/School sponsoring body and/or EDB to clarify information and/or provide new evidence;
- ♦ meet with the complainant, the respondent and/or other persons concerned respectively to collect further information.; and
- ♦ invite the complainant, respondent, representative(s) of the school/school sponsoring body, and/or representative(s) of the EDB to attend case meetings.

5.9 To protect personal privacy, the Review Board/EDB may not disclose to anyone any personal information related to the complaint without the consent of the relevant parties (including the complainant, respondent, and/or the School/School sponsoring body).

5.10 If the Review Board wishes to interview specific persons or convene a meeting on the case, it will make the following arrangements:

- ♦ The persons to be present at the interview or case meeting must be involved in the complaint and have obtained the approval of attendance from the Chairperson of the Review Board.
- ♦ During the interview or case meeting, the complainant is not allowed to question the respondent or other witnesses, and vice versa.
- ♦ Audio/video recording is prohibited during the interview or case meeting.

### **Result of review**

5.11 The Review Board will examine whether the case has been handled properly according to the complaint handling procedures and whether the result of investigation by relevant party is fair and reasonable. It will then make recommendations on whether to close the case, settle the disputes through mediation, implement follow-up/remedial measures, or conduct a re-investigation. The review results and recommendations will be submitted to the Permanent Secretary for Education.

5.12 The EDB will draw a final conclusion with reference to the review result and recommendations of the Review Board. The relevant person(s)/organisation(s) will be informed in writing of the outcome within three months after receipt of the request for review. If the EDB accepts closure of the case as recommended by the Review Board, the EDB and the School will cease to handle the complaint. If the persons/organisations requesting the review consider the result unacceptable, they may further appeal via other channels.

5.13 If the Review Board recommends that the case be re-investigated by the School/EDB, the School/EDB should assign staff at least one rank higher than those

who handled the case previously to conduct the re-investigation. The re-investigation should be completed within two months and the result submitted in writing to the Review Board. Upon the Board's endorsement, the School/EDB should issue a written reply to the complainant and copy it to the Board. If the School/EDB cannot complete the investigation within two months, it should notify the complainant in writing of the reasons and the time needed for a definite reply.

## **Chapter VI Handling of Unreasonable Behaviour**

6.1 Appropriate communication and mediation are conducive to removing misunderstanding and enhancing mutual trust. Under general circumstances, the School should not put any restrictions on inquirers/complainants making contact with the school. However, sometimes certain unreasonable behaviour of inquirers/complainants may have a negative impact on the School, e.g. draining a considerable amount of the School's human resources, interrupting our operations or services, as well as threatening the safety of staff and other stakeholders.

The School will therefore develop appropriate policies and measures to handle this kind of unreasonable behaviour to ensure that our operation would not be affected.

### **Definition of unreasonable behaviour**

6.2 Inquirers/complainants' unreasonable behaviour can generally be classified into the following three types:

- (i) Unreasonable attitude or behaviour, such as:
  - ◆ Acts of violence or intimidation
  - ◆ Making inquiries/complaints with abusive language or in an insulting and discriminatory tone
  - ◆ Providing false data or deliberately concealing facts
- (ii) Unreasonable demands, such as:
  - ◆ 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
- (iii) Unreasonable persistent inquiries/complaints, such as:
  - ◆ 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 inquiries/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 inquiries/complaint targets, but failing to present concrete evidence
  - ◆ Interpreting things in an unreasonable or irrational manner, or wrangling over trivial details

### **Formulating school-based policy**

6.3 The School will institute appropriate policies and measures to deal with unreasonable behaviour of inquirers/complainants:

- ♦ The School will designate suitable staff members to ascertain whether an inquirer/complainant's behaviour is reasonable, and decide what measures should be taken. Generally speaking, the principal can make such decisions. However, if the inquiry/complaint is lodged against the principal, such decisions should be made by the school supervisor or the SMC.
- ♦ The School will integrate their policies regarding unreasonable behaviour of complainants into the school-based complaint handling mechanism and consult stakeholders' views.
- ♦ All stakeholders should be informed of the School's policy regarding unreasonable behaviour of complainants.

### **Handling of unreasonable behaviours**

6.4 To deal with unreasonable behaviour of inquiries/complainants, the School will carry out the following policies and measures:

- (i) Unreasonable attitude or behaviour
  - ♦ Any unreasonable attitude or behaviour, including acts of violence, intimidation, and abusive/offensive conduct or language, whether performed face-to-face, by phone, or in writing are unacceptable. The staff member handling the inquiry/complaint should convey this message clearly to the inquirer/complainant and demand that he/she stop acting in such a way. If the inquirer/complainant refuses to comply after the warning, the staff member may terminate the meeting or conversation with him/her.
  - ♦ The School will develop contingency measures and guidelines to remind staff responsible for handling inquiries/complaints to stay alert and take suitable action to protect their own safety. The School will empower the staff member to make decision, depending on the situation, on whether to terminate the interview or dialogue with the inquirer/complainant and ask the inquirer/complainant to leave, if his/her behaviour poses an immediate threat to the staff's personal safety or damages their personal interests. In an emergency or if it is deemed necessary, the School will take appropriate and decisive action, such as reporting to the police or taking legal action.
- (ii) Unreasonable demands
  - ♦ If an inquirer/complainant makes unreasonable demands which have an adverse impact on the School, e.g. interrupting our operation/services or other stakeholders are affected by the unreasonable behaviour of the

inquirer/complainant, the School will put restrictions on the inquirer/complainant's contacts with the school, including specifying the time, frequency, date, duration and modes of communication (for example, requiring the inquirer/complainant to make an appointment before visiting the school, submit his/her views in writing, or contact only with the staff designated by the School). The School must notify the inquirer/complainant in writing of such arrangements and handling procedures.

- ♦ If the inquirer/complainant's behaviour improves, the School may consider whether the restrictions should be lifted. If the School decides to keep the restrictions, we will regularly review the conditions for imposing them.

(iii) Unreasonable persistent inquiries/complaints

- ♦ Faced with these inquiries/complaints, if the School has carefully examined the case and handled it properly under the prescribed investigation and appeal procedures, and sent a detailed and unbiased written explanation regarding the outcome to the inquirer/complainant, the School may decide whether to restrict or stop contacts with the inquirer/complainant, and cease handling the case altogether.
- ♦ To avoid any unrealistic expectations on the part of the inquirer/complainant, the School will communicate to him/her in a firm manner that a final decision has been made regarding the case and that the decision is irreversible.
- ♦ In response to these inquiries/complaints, the School may send a "Reply Card" (Appendix VI) to the inquirer/complainant, referring him/her to the replies previously given, and reiterate that School will neither respond to the same inquiry/complaint nor contact him/her again.



**Examples of Inquiries/Complaints Relating to  
Daily Operation and Internal Affairs of Schools\***

<b>Domain</b>	<b>Examples</b>
Management and Organisation	<ul style="list-style-type: none"> <li>• School accounts (e.g. accounting records )</li> <li>• Other charges (e.g. extra-curricular activities charges and registration fees)</li> <li>• School policies (e.g. system of reward and penalty, arrangements regarding students' suspension from school)</li> <li>• Standards of contractors' services (e.g. school bus services, supply of meal boxes)</li> <li>• Service contracts (e.g. tendering procedures)</li> <li>• School environment and hygiene (e.g. noise pollution, mosquitoes problems)</li> </ul>
Learning and Teaching	<ul style="list-style-type: none"> <li>• School-based curriculum (e.g. subject lesson time)</li> <li>• Selection of subjects and class allocation (e.g. arrangements for students' choice of subjects)</li> <li>• Homework (e.g. amount of homework , school-based assessment criteria)</li> <li>• Students assessment (e.g. assessment criteria)</li> <li>• Staff performance (e.g. behaviour/attitudes of teaching staff, job performance)</li> </ul>
School Ethos and Student Support	<ul style="list-style-type: none"> <li>• School ethos (e.g. uniform and other aspects of appearance)</li> <li>• Home-school cooperation (e.g. consultation mechanism, communication channels)</li> <li>• Student support (e.g. support for students with special educational needs)</li> <li>• Extra-curricular activities (e.g. arrangements for interest groups and other student activities)</li> </ul>
Student Performance	<ul style="list-style-type: none"> <li>• Students' overall performance (e.g. academic results, conduct)</li> <li>• Student discipline (e.g. foul and abusive language, smoking, fighting, bullying)</li> </ul>

\* The School will handle complaints about daily operation and internal affairs with reference to the Education Ordinance, Education Regulations, Codes of Aid, relevant circulars, guidelines and codes of practice listed in paragraph 1.1(i) of the Guidelines to ensure compliance with the respective requirements.



## Stewards Pooi Kei College - Summary Record of Informal Inquiries/Complaints

## 香港神託會培基書院 – 查詢/申訴記錄摘要表格

Inquiry/ Complaint File Number 查詢/申訴檔 案編號	Date received 查詢/申訴 日期	Name of Inquirer/ Complainant 查詢人/申訴人 姓名	Tel 電話	Area of Inquiry/ Complaint 查詢/申訴事項	Subject of Inquiry/ Complaint 查詢/申訴對象	負責調查 人 Person- in charge	Date of telephone contact interview with the inquirer/ complainant 電話聯絡/面見 查詢人/申訴人日期	Remarks/Results 備註/處理結果
(e.g./例) 2016-001	1.1.2016	CHAN Tai-man	23456789	School Uniform	Uniform supplier	Name of Teacher	2.1.2016	Resolved / Clarified / Accepted the reply /Enter formal Investigation 已解決 / 已澄清 / 接納結果 / 進入正式調查階段
1.								
2.								
3.								
4.								
5.								
6.								
7.								
8.								

**Acknowledgement Letter (1)**

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

---



**Stewards Pooi Kei College**

56 Siu Lek Yuen Road, Shatin, NT

Tel: 2345 4567

Fax: 2635 0100

DD MM YYYY

Complaint File Number

Name of the complainant

Address of the complainant

Dear Mr/Ms \*XX:

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.

If you have any inquiries, please contact Mr/Ms X (Teacher/Panel Chairperson/Vice Principal\*) at XXXXXXXX (telephone number).

(Signature)

Principal of Stewards Pooi Kei College  
William Lee

\* Please delete where inappropriate

**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.]

---



**Stewards Pooi Kei College**

56 Siu Lek Yuen Road, Shatin, NT

Tel: 2345 4567

Fax: 2635 0100

DD MM YYYY

Complaint File Number

Name of the complainant

Address of the complainant

Dear Mr/Ms\* XX:

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 (Teacher/Panel Chairperson/Vice Principal\*) at XXXXXXXX (telephone number).

(Signature)

Principal of Stewards Pooi Kei College

William Lee

\* Please delete where inappropriate

**Acknowledgement Letter (2)**  
**Reply Form**

To: Stewards Pooi Kei College

Complaint File Number: (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.



## Stewards Pooi Kei College Record of Complaint Case 香港神託會培基書院申訴個案記錄

Date received 申訴日期		Complaint File Num 申訴檔案編號	
-----------------------	--	------------------------------	--

Source 來源 (✓)	Directly lodged to school 直接向學校	Referred by EDB 教育局轉介	Referred by other Organisation (Name) 其他機構轉介 (名稱)

Mode 方式 (✓)	Tel 電話	Mail 信件	Email 電郵	Fax 傳真	In Person 親身	Other: 其他:

### Personal information of the complainant / 申訴人資料:

Name 姓名	Mr / Ms / Mrs <div style="text-align: right;">先生 / 女士 / 太太</div>				
Identity 身分 (✓)	Parent 家長	Councilor 議員	Public 市民	Organization 團體	Others: 其他:
	Authorised representative of the complainant (please state the name, address and contact telephone number of the representative and his/her relation with the complainant): 授權申訴人代表 (請說明姓名、地址、聯絡電話及與申訴人的關係):				
Tel 電話		Fax 傳真		Email 電郵	
Address 地址					

Subject of Complaint 申訴對象 (✓)	Principal 校長	Teacher (Name) 教師	Staff (Name) 職員	Other: (Name) 其他: (姓名)

Area of Complaint 申訴事項 (✓)	Management and Organization 學校管理	Learning and Teaching 學與教	School Ethos and Student Support 學生支援及校風	Student Performance 學生表現	Other 其他

### Summary of complaint / 申訴內容撮要

--

► **Investigation stage / 調查階段** 負責調查人員/Person-in-charge: \_\_\_\_\_

	Issue of Notice of Acknowledgement 發出確認通知書	Telephone contact 電話聯絡	Interview with the complainant 面見申訴人	Issue of written reply 發出書面回覆
Date 日期				

**Summary of findings / 申訴結果撮要**

► **Appeal stage / 上訴階段** (if applicable/如適用) Date of appeal/提出上訴日期: \_\_\_\_\_

上訴調查人員/Person-in-charge: \_\_\_\_\_

	Issue of Notice of Acknowledgement 發出確認通知書	Telephone contact 電話聯絡	Interview with the complainant 面見申訴人	Issue of written reply 發出書面回覆
Date 日期				

**Summary of appeal result/ 上訴調查結果撮要**

► **Follow-up actions or recommendations (if applicable) / 跟進事項或建議 (如適用)** \_\_\_\_\_

--

Signature of person-in-charge / 負責人員簽署: \_\_\_\_\_

## Reply Card

---



### Stewards Pooi Kei College

56 Siu Lek Yuen Road, Shatin, NT

Tel: 2345 4567

Fax: 2635 0100

DD MM YYYY

Inquiry/complaint File Number

Name of the inquirer/complainant

Address of the inquirer/complainant

Dear Mr/Ms\* XX:

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 inquiry/complaint nor contact you again.

(Signature)

Principal of Stewards Pooi Kei College  
William Lee

\* Please delete where inappropriate



香港神託會培基書院

加強溝通  
及

處理查詢／申訴指引

# 目 錄

前言

第一章 適用範圍

第二章 處理查詢/申訴原則

第三章 處理查詢/申訴程序

第四章 處理查詢/申訴安排

第五章 覆檢申訴

第六章 處理不合理行為

附件一 關於學校日常運作及內部事務查詢/申訴  
事例

附件二 查詢/申訴記錄摘要表格

附件三 確認通知書（一）

附件四 確認通知書（二）

附件五 查詢/申訴個案記錄

附件六 回覆卡

## 前言

### 積極面對查詢

現今社會追求卓越效率，講求問責透明，即使學校已設有機制及溝通渠道回應各界的查詢和意見，部分人士仍會因種種原因和問題，向學校作出查詢/申訴。遇有查詢/申訴時，學校會以積極正面的態度面對，耐心聆聽和瞭解查詢人/申訴人的意見及批評，並盡早或在適當時間內回應。事實上，建設性的意見和理性的查詢/申訴均具有參考價值，可促使學校進步。學校會以開放態度，廣納及包容不同意見，檢視相關政策、制度和措施，找出是否仍有可改善的空間，以確保學校的行政管理能不斷優化，更臻完善。若有關意見/申訴源於誤解或溝通不足，學校會以誠懇的態度，耐心向查詢人/申訴人解釋，以釋其疑慮。

### 制定校本機制

為了更迅速有效地處理日常接獲的意見和申訴及回應申訴人的合理訴求，學校因應本身的情況及需要，完善現有的校本機制及程序。一套健全的校本機制有助校方深入探討有關的問題，從而作出適切的跟進，例如引入新的措施或完善現有的政策及安排，以防止問題重現。

本指引提出學校處理查詢/申訴的原則及應採取的有關程序和安排，以協助學校更有效地處理查詢/申訴。指引適用於處理家長、學生及公眾人士以任何合理的途徑及方式，包括以郵遞、傳真、電郵、電話或親身提出的查詢/申訴。

### 增強管治效能

增強學校管治、提供優質教育服務，是教育局與學界的共同願景，良好的管治文化亦有助減少誤解及申訴。

建立良好的溝通文化及制訂完善的查詢/申訴管理制度，是優質學校服務與管治不可或缺的環節。我們鼓勵持分者和學校加強溝通聯繫，維持緊密合作的夥伴關係。

# 第一章 適用範圍

## 1.1 關於學校日常運作及內部事務的查詢/申訴

- (i) 如查詢/申訴事項涉及學校的日常運作及內部事務（事例見附件一），查詢/申訴人應直接向學校提出，以便有效處理。
- (ii) 學校會參照《教育條例》、《教育規例》、《資助則例》及相關通告、指引及實務守則處理與學校日常運作及內部事務有關的查詢/申訴，以確保符合有關要求。
- (iii) 教育局如接獲來自公眾或其他機構（例如特首辦公室、立法會、平等機會委員會、區議會、議員辦事處或其他政府部門等）轉介有關學校日常運作及內部事務的查詢/申訴，會在徵得查詢人/申訴人的同意後，轉介本校跟進調查及直接回覆查詢人/申訴人。如查詢人/申訴人不同意轉介，教育局不會介入調查；但若查詢/申訴內容涉及重要事故或校方行政失誤，即使查詢人/申訴人不同意轉介，教育局可在不披露個人資料的情況下，讓本校知悉查詢/申訴內容，以促進學校行政系統的自我完善。
- (iv) 如查詢/申訴事件涉及特殊情況，例如違反《教育條例》、《教育規例》或《資助則例》、未符合有關通告、指引及實務守則的要求、危害學生安全、嚴重影響學校運作、校董會行事失當或學校管理嚴重失誤，教育局可以直接介入調查。
- (v) 在處理不同類別或涉及其他法例的投訴時，學校須同時參照相關通告、指引及實務守則，以確保符合有關方面的要求，例如：
  - ◆ 與虐待兒童有關的投訴：教育局通告第 1/2012 號「處理虐待兒童及家庭暴力個案」
  - ◆ 與殘疾歧視有關的投訴：教育局通告第 14/2001 號「《教育實務守則》開始生效」及平等機會委員會的《殘疾歧視條例教育實務守則》
  - ◆ 與平等機會有關的投訴：教育局通告第 33/2003 號「平等機會原則」
  - ◆ 與性別歧視及性騷擾有關的投訴：教育局通告第 2/2009 號「《性別歧視條例》（第 480 章）的修訂」及

平等機會委員會的《校園性騷擾的問與答》

- ◆ 與種族歧視有關的投訴：教育局通告第 25/2008 號「《種族歧視條例》」及平等機會委員會的《種族平等與校服》小冊子
- ◆ 與採購服務及貨品（例如校巴服務、飯盒供應等）有關的投訴：教育局通告第 4/2013 號「資助學校採購程序」、教育局通告第 24/2008 號「學校的商業活動」及廉政公署編製的《學校管治與內部監控防貪錦囊》及《學校誠信管理 — 教職員實務手冊》
- ◆ 與收受利益和捐贈有關的投訴：教育局通告第 14/2003 號「學校及其教職員收受利益和捐贈事宜」

## 1.2 關於教育條例、教育政策或教育局提供服務的投訴

(i) 教育局負責制訂教育政策、執行《教育條例》和提供教育服務。如投訴牽涉以下範疇，即使事件在學校發生，投訴人亦應向教育局提出投訴，由教育局直接處理：

- ◆ 關於教育政策（例如班級結構、班級人數等）的投訴；
- ◆ 涉嫌觸犯《教育條例》（例如體罰、未註冊教師）或違反《資助則例》的投訴（例如濫收費用、開除學生）；及
- ◆ 關於教育局直接提供的服務（例如學位分配、區域教育服務處提供的服務）的投訴。

(ii) 教育局在處理上述投訴時，會同時參照教育局的有關內部指引。

## 1.3 本指引並不適用於處理下列類別的投訴：

- ◆ 與已展開法律程序有關的投訴
- ◆ 屬其他團體/政府部門權力範圍
- ◆ 受其他條例或法定要求規管的投訴，例如貪污舞弊、欺詐、盜竊等
- ◆ 由學校員工提出的查詢/申訴（如學校接獲有關查詢/申訴，應按照校本或辦學團體的員工查詢/申訴機制及指引[如適用]處理；如教育局接獲有關投訴，會按照現行程序處理及直接回覆投訴人。）

**1.4** 如查詢/申訴屬指引第 1.1(i) 段中通告、指引及實務守則所述的類別，在處理查詢/申訴時，請參閱相關通告、指引及實務守則。

**1.5** 校方一般不受理下列類別的查詢/申訴：

**(i) 匿名查詢/申訴：**

- ◆ 無論書面或親身查詢/申訴，查詢人/申訴人應提供姓名、通訊地址/電郵地址及/或聯絡電話。校方如有懷疑，可要求查詢人/申訴人出示身份證明文件以確認身份。
- ◆ 如查詢人/申訴人未能或拒絕提供上述個人資料，以致校方無法查證查詢/申訴事項及作出書面回覆，會視作匿名查詢/申訴，校方可以不受理。
- ◆ 在特殊情況下（例如已掌握充分證據，或查詢/申訴涉及嚴重或緊急的事件），校方的中/高層人員可決定是否需要跟進匿名查詢/申訴，例如作內部參考、讓被查詢人/申訴人知悉查詢/申訴內容或作出適當補救及改善措施。
- ◆ 如決定無需跟進，校方亦應簡列原因，並存檔記錄。

**(ii) 並非由當事人親自提出的申訴：**

- ◆ 申訴一般應由當事人親自提出，其他人士須事先獲得當事人的書面授權，方可代表當事人提出查詢/申訴。
- ◆ 與學生有關的申訴，可由家長/監護人，或獲家長/監護人授權的人士代表當事人提出。
- ◆ 如申訴由多於一位人士代表當事人提出，校方可要求當事人指定一位代表作為與校方的聯絡人。
- ◆ 至於由其他組織/團體（例如立法會議員/區議員/工會/傳媒等）轉介或代表當事人提出的申訴，由於現時沒有相關法例賦權任何組織/團體代表其他人士作出申訴，學校/辦學團體不會接納有關申訴。但若該組織/團體已事先獲得當事人的書面授權，學校將會按照既定程序處理有關申訴。

**(iii) 申訴事件已發生超過一年：**

- ◆ 與學校日常運作有關的申訴，一般應在同一學年內提出，因為事件如發生超過一年，客觀環境可能已改變或證據已消失，又或當事人/被申訴人已離職或離校，引致蒐證困難，令校方無法進行調查。為提供更大彈性，提出申訴的時限應以事件發生後一曆年計算。
- ◆ 在特殊情況下，即使與申訴有關的事件發生超過一年，校方可視乎情況，例如已掌握充分證據，或申訴涉及嚴重或緊急事故，決定是否就有關申訴進行調查。

**(iv) 資料不全的申訴：**

- ◆ 校方可要求申訴人就個案提供具體資料。如申訴人未能提供足夠資料，以致調查無從入手，校方可以不受理有關申訴。

## 第二章 處理查詢/申訴原則

在處理家長、學生或公眾人士提出與學校有關的查詢/申訴時，學校會參照以下原則：

### 原則一：分類處理查詢/申訴

- 2.1 與學校日常運作及內部事務有關的查詢/申訴應由學校負責處理；與教育條例、教育政策或教育局直接提供的服務有關的投訴應由教育局負責處理。
- 2.2 涉及可能觸犯香港法例的投訴，應向相關執法部門/機構（例如廉政公署、警務處）提出，並由有關部門/機構負責處理；如投訴屬指引第 1.1(i) 段中通告、指引及實務守則所述的類別，在處理投訴時，請參閱相關通告、指引及實務守則。
- 2.3 如投訴同時涉及學校及教育局負責的範疇，應分別交由學校及教育局相關科組跟進。

### 原則二：即時迅速處理

- 2.4 所有查詢、意見或申訴，不論以口頭或書面提出，學校必須在三個工作天內處理。
- 2.5 如事件經由媒體轉介或報道，校方應採取下列措施：
  - ◆ 由校長或獲指派副校長為專責發言人，負責處理公眾或媒體的查詢，避免出現訊息混亂的情況。
  - ◆ 在兩個工作天內向公眾作出適當的回應或澄清，包括交代已採取的行動或初步的調查結果，並確保所發布的資料清晰正確及符合《個人資料(私隱)條例》的相關規定。
  - ◆ 盡可能讓所有教職員、學生及家長知悉事件的發展，並留意事件是否影響學生或教職員的情緒。如有需要，應予適當輔導。



### 原則三：機制清晰透明

- 2.6 學校會聯同辦學團體，制定明確有效的校本機制和程序，以便迅速及適當地處理查詢及申訴。
- 2.7 學校會根據指引，向持分者清晰交代有關處理查詢/申訴的政策、程序以及負責人員。校方亦透過各種公開渠道，例如學校網頁、家長通告、教職員會議、家長教師聚會、講座及活動等，讓所有家長和教職員清楚知悉有關程序的內容。
- 2.8 學校會按需要檢討有關處理查詢/申訴的政策及指引，徵詢教師和家長的意見，並在有需要時更新有關的處理程序。

### 原則四：處事公平公正

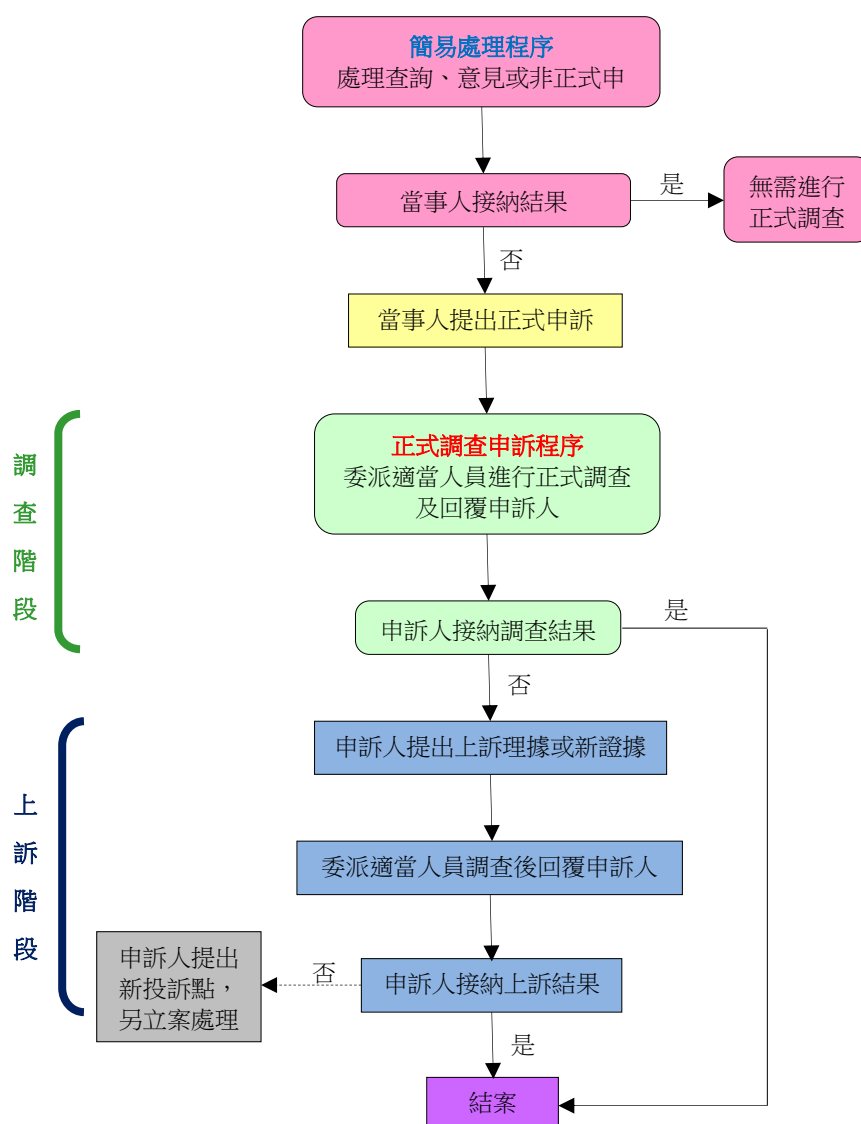
- 2.9 學校應以正面態度面對申訴，公平地對待申訴人和被查詢的人士/被申訴的人士。校方須提供足夠的上訴渠道，在有需要時，可以考慮邀請獨立人士參與處理申訴/上訴工作。
- 2.10 在展開調查工作前或在適當的情況下，專責人員及相關人士均須向校方申報利益。如出現利益衝突的情況，有關人士必須避嫌，不應參與處理有關個案及接觸任何與個案有關的資料。
- 2.11 為避免利益衝突，任何被查詢/被申訴的人員均不應參與或監督調查工作，或簽署任何給予查詢人/申訴人的信件。
- 2.12 學校應確保有關申訴不會影響申訴人或其他相關人士的權益及日後與學校的溝通和聯繫。

## 第三章 處理申訴程序

### 查詢/申訴釋義

- 3.1 為免處理過程變得複雜，學校前線人員應小心界定何謂關注，何謂申訴。關注是查詢人基於關心自己/子女或學校的利益，向校方提出查詢或表達意見，希望現況有所改變或改善。申訴是申訴人表達失望、不滿或怨憤，他們可能要求校方糾正失誤之處、懲處涉嫌違規者或尋求方法解決申訴涉及的問題。負責人員須避免混淆二者，以決定採取適當的程序處理。
- 3.2 除非有關人士指明提出正式申訴，在一般情況下，負責人員可先透過簡易處理程序，即時或盡快為有關人士提供協助或解決問題。學校處理查詢/申訴的流程見圖一。

圖一：學校處理查詢/申訴流程



## 簡易處理查詢或非正式申訴程序

### 即時/盡速處理

3.3 學校如能盡快妥善處理查詢或申訴，可澄清誤會，化解危機，甚至令當事人對學校的印象改觀。學校會採取下列安排：

- ◆ 學校如接獲公眾查詢、意見或非正式申訴，不論以口頭或書面形式提出，前線員工應辨別事件的性質及採取相應措施。一般來說，如有關事件毋須蒐證調查或當事人沒有要求正式書面回覆，前線員工可按照學校既定的簡易程序處理。
- ◆ 前線員工應細心聆聽及理解當事人的訴求，如事件輕微，應盡可能提供所需協助或資料，或盡快就當事人所關注的事項作出回應及協助解決有關問題。
- ◆ 如有需要，應安排負責有關事務的教職員與當事人直接對話或會面，交代學校的立場，澄清誤會，釋除疑慮或解開心結。
- ◆ 校方會在三個工作天內給予初步口頭或書面回應。
- ◆ 如有需要，前線員工應將個案轉交校內專責人員或較高級人員處理，務求盡快跟進及解決問題。視乎個別學校情況及個案性質，校長可決定是否直接介入處理。

### 回覆查詢/申訴

3.4 以簡易程序處理的口頭查詢/意見/申訴，校方可以口頭回應，一般無須書面回覆。

3.5 如對方以書面提出意見/查詢/申訴或校方需要釐清立場/交代細節，負責人員可因應個別情況決定是否向當事人/查詢人/申訴人作簡單的書面回覆。

### 查詢/申訴紀錄

3.6 以簡易程序處理的個案，一般無需正式存檔。如有關查詢/申訴已即時解答或解決，建議可在專責人員的日誌摘錄重點，以供日後參考。請參閱查詢/申訴記錄摘要表格(附件二)。

## 適當跟進

3.7 校方會檢討與查詢/申訴有關的政策或處理方式是否恰當，並建議適當的措施，以改善處理同類事件的手法或防止同類事件再發生。負責人員亦可視乎需要，向有關人士概述校方的跟進行動及處理結果。

## 正式調查申訴程序

### 調查及上訴階段的安排

3.8 如校方已盡力嘗試透過簡易處理程序解決問題，但有關人士仍不接受校方的回應或問題仍未解決，應啟動正式調查申訴程序（包括上訴機制），處理有關個案。

#### (i) 調查階段

學校如接獲正式申訴（包括由教育局或其他機構轉介的投訴），會按以下程序處理：

- ◆ 根據校本機制，委派適當人員負責調查及回覆申訴人。
- ◆ 發出通知書，確認收到有關申訴及徵求申訴人同意校方索取其個人及/或與申訴有關的資料，並知會負責處理申訴人員的姓名、職銜及電話，方便聯絡。「確認通知書」參考樣本見附件三及附件四。
- ◆ 如有需要，聯絡或約見申訴人及其他相關人士，深入瞭解事件情況或要求他們提供相關資料。
- ◆ 盡快處理有關申訴（將會在接獲申訴起計兩個月內完成調查），並以書面回覆申訴人調查結果。
- ◆ 如申訴人接納調查結果，申訴可以正式結案。
- ◆ 如申訴人不接納調查結果或校方的處理方式，並能提供新證據或足夠理據，可在學校的覆函發出日期起計十四天內，向校方書面提出上訴要求。

#### (ii) 上訴階段

學校如接獲申訴人的上訴要求，會按以下程序處理：

- ◆ 根據校本機制，委派適當人員（較負責調查階段的人員更高職級或另一組別的人員）負責處理上訴個案及回覆申訴人。

- ◆ 盡快處理有關上訴個案（建議在接獲上訴要求起計兩個月內完成上訴調查），並就上訴結果書面回覆申訴人。
- ◆ 如申訴人接納上訴結果，可以正式結案。
- ◆ 如申訴人仍不滿上訴結果或校方處理上訴的方式，校方必須再審慎檢視有關處理過程，確保已採取恰當的程序。
- ◆ 如申訴人提出新的申訴事項，校方應另立案處理，以避免新舊申訴糾纏不清。

### 調解紛爭

3.9 在處理申訴過程中，校方會採取不同方式，例如尋求調解員協助調解，或邀請獨立/專業人士，以持平的態度，提供意見，協助當事人（包括申訴人及被申訴人/組織），儘早找出解決方案，化解糾紛。

### 回覆申訴/上訴

3.10 如申訴或上訴以書面提出，校方應以書面回覆申訴人；如申訴或上訴以口頭提出，負責人員可視乎個案情況，決定以口頭或書面回覆；如個案由教育局/其他機構以書面轉介，覆函應抄送予教育局/有關機構備考。

調查/上訴階段結束後，學校會檢討有關方面的政策及處理方式是否恰當，並建議適當的措施，以改善處理的手法及防止再發生同類事件。負責人員應通知當事人校方的跟進行動及檢討結果。

- 一般來說，回覆時限應由收到申訴或申訴人同意校方索取其個人資料之日起計。如因資料不全，校方須要求申訴人補充資料，回覆時限應在校方收到所需資料的日期起計。如未能在指定時限內回覆，校方應向申訴人書面解釋為何需要較長時間處理有關申訴/上訴。

## 申訴/上訴紀錄

- 3.11 經正式調查申訴程序處理的個案，學校會保存清楚記錄。申訴個案記錄見附件五。學校會建立查詢/申訴檔案管理系統，以保存有關資料（包括來往書函、調查報告及會面記錄等）。此外，學校亦會貯存經簡易處理程序及正式調查程序處理的查詢/申訴及上訴個案統計數據，以作日後參考。

## 第四章 處理申訴安排

### 專責人員

4.1 因應申訴個案的性質、涉及對象和牽連程度，學校會參照下列安排委任專責人員或成立專責小組負責處理申訴：

- ◆ 如有需要，學校或香港神託會會成立專責小組處理某些特別申訴個案，因應情況，小組可包括校董會成員及香港神託會代表。在有需要的情況下，或邀請獨立人士，例如社工、律師、心理學家等，及與個案無關的家長或教師，加入小組，以增加公信力，並就專業問題提供意見和支援。
- ◆ 有關人員應主動與申訴人溝通，提供所需的資料及迅速回應申訴事項。學校需確保前線/專責人員獲適當授權及明白所擔當的角色與責任。
- ◆ 關於處理學校申訴各個階段負責人員的安排如下：

涉及對象	調查階段	上訴階段
教職員及學校職員	高級教職員/副校長	校長
高級教職員	副校長	校長
副校長	校長	校監
校長	校監	校董會專責小組
校監或其他校董會成員	校董會專責小組	香港神託會專責小組

### 資料保密

4.2 所有申訴內容及資料應絕對保密，只供內部/有關人員查閱。

4.3 如學校在處理申訴時需要收集個人資料，或收到當事人索取有關個案的資料/記錄的要求，須遵守《個人資料（私隱）條例》的有關規定及建議，包括清晰說明收集個人資料的目的及方式，及有關資料只用於處理申訴/上訴個案。

- 4.4 學校會採取適當的保安措施，以保障個人資料及私隱，例如將資料妥善存放在安全地方（例如上鎖的檔櫃）。電腦資料須以密碼保護，嚴格規限使用可攜式貯存裝置，如有實際需要，可使用具備加密功能的可攜式貯存裝置。
- 4.5 學校會訂立程序，確保只有獲授權負責人員才可查閱有關資料。在未獲授權的情況下，負責人員不得披露亦不應公開談論有關個案的內容及資料。
- 4.6 學校可在校本機制內訂明與相關人士進行會面或會議的安排。為免產生誤會，校方應：
- ◆ 在作出會面/會議安排時，清楚申明當事人可否由其他人士（例如親友、法律代表）陪同出席，並在會面/會議開始前，重申有關立場。
  - ◆ 在會面/會議開始前，聲明是否禁止錄音/錄影，或是否須徵得所有與會人士的同意，方可進行錄音/錄影；並在會面/會議結束前重申有關立場。

## **跟進檢討**

- 4.7 學校會全面深入檢討處理申訴事件的策略、過程及步驟，以汲取經驗，改善處理同類事件的手法及防止同類事件再發生。
- 4.8 如需改善服務或修訂相關政策，校方會作適當的跟進措施，以提升專業服務水平。
- 4.9 校方會定期檢討校本處理申訴的政策及向校董會報告處理學校申訴的情況，例如有關申訴/上訴個案的數據，並在有需要時，提出改善措施，以完善校本處理申訴機制及程序。



## 支援培訓

4.10 學校會提供適當的支援及培訓，協助員工有效地處理查詢/申訴，例如提供有關溝通、談判、調解技巧等課程，或安排同工分享處理查詢/申訴的經驗和心得，以提升前線/專責人員處理查詢/申訴和排解糾紛的能力。

4.11 為提升學校人員（包括校長、老師、學校行政人員及前線員工）的預防及處理查詢/申訴技巧，學校會鼓勵員工參與由教育局提供的相關培訓課程。

## 第五章 覆檢申訴

5.1 絕大部分與學校有關的查詢/申訴應可透過簡易及正式調查查詢/申訴程序處理和解決。某些申訴個案可能經調查和上訴階段處理後，仍然未能解決。在以下情況，申訴人或有關機構（包括學校/教育局）可要求「學校投訴覆檢委員會」（覆檢委員會）覆檢個案：

- ◆ 申訴人提出足夠的支持理據或新證據，證明學校/教育局處理不當。
- ◆ 學校/教育局已按既定程序適當處理申訴，但申訴人仍不接納調查結果，並繼續申訴。

### 覆檢委員會的組成

5.2 教育局已成立一個學校申訴覆檢委員團，委員來自不同界別的獨立人士，由教育局常任秘書長委任。委員團設有主席及副主席各一名。委員人數不少於十名，任期兩年。

- 委員團可按需要成立多個覆檢委員會，分別為不同申訴個案進行覆檢。每個覆檢委員會由下列成員組成—
  - (i) 委員團主席或副主席；及
  - (ii) 兩名其他成員，由委員團委員輪流出任。
- 如有需要，個別覆檢委員會可邀請不多於兩名非委員（例如學校人員、教育局代表或專業人士）加入，就個案提供資料及/或意見。
- 覆檢委員會成員須申報利益，如與個案有關的機構及/或人士有利益關係，不能參與該項覆檢工作。

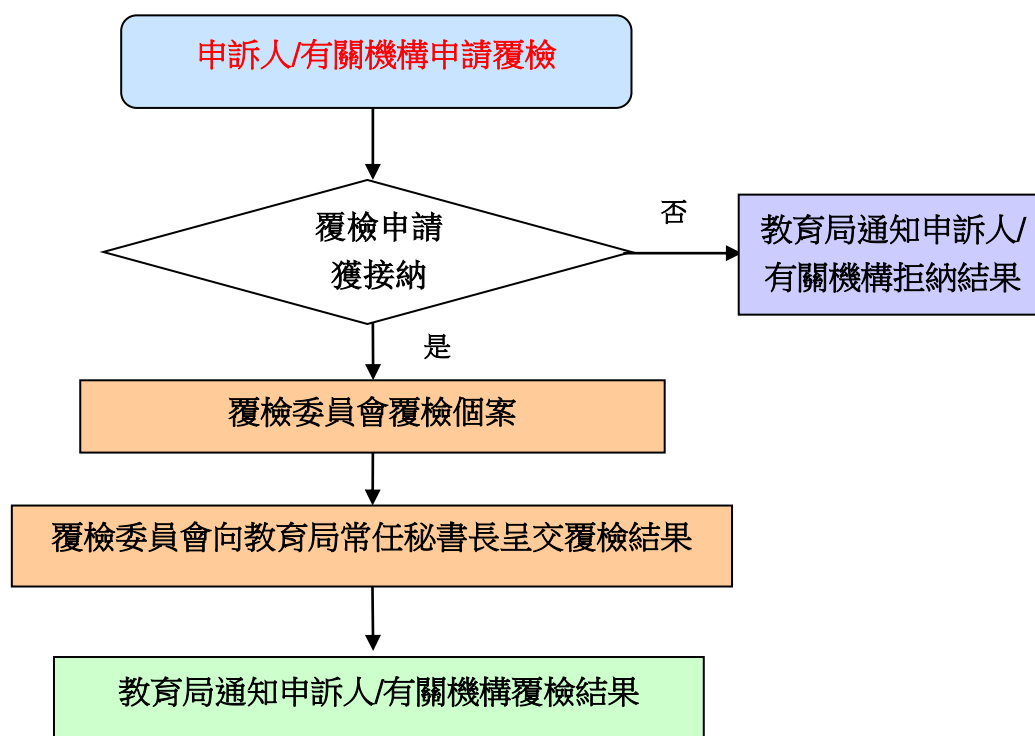
### 覆檢委員會的職權

5.3 覆檢委員會負責覆檢經學校或教育局按調查及上訴階段處理與學校有關的申訴個案，並向教育局常任秘書長提交覆檢結果及建議。

## 覆檢程序

5.4 覆檢流程見圖二。

圖二：覆檢階段



- 5.5 學校須於上訴覆函中通知申訴人，如不接受上訴調查結果或處理方式，可在覆函發出日期起計十四天內，向教育局書面提出覆檢申請。有關人士在提出覆檢時，須在申請書具體交代不滿的原因（例如申訴未有按適當程序處理、調查結果不客觀等）及提供足夠的支持理據或新證據，教育局會將有關個案交由委員團決定是否接納有關覆檢的申請。
- 5.6 如申請獲接納，委員團會成立一個覆檢委員會負責處理有關覆檢。如申請不獲接納，教育局會書面回覆申請人/機構，並列明拒納覆檢個案的原因。
- 5.7 要求覆檢的人士須簽署同意書，授權覆檢委員會可就個案的覆檢，將申訴的資料交予相關學校/辦學團體及/或其他有關機構/人士；覆檢委員會亦可向申訴人、相關學校/辦學團體及/或其他有關機構/人士索取與申訴/覆檢有關的資料。

5.8 覆檢過程主要包括審閱有關的調查報告及資料文件，因應個案的內容和性質，覆檢委員會可：

- ◆ 檢閱申訴人、被申訴人、有關學校/辦學團體及/或教育局提供的資料及相關檔案紀錄。
- ◆ 要求申訴人、被申訴人、有關學校/辦學團體及/或教育局澄清資料，及/或提供新證據。
- ◆ 分別與申訴人、被申訴人及/或其他有關人士會面，以便直接收集更多資料。
- ◆ 邀請申訴人、被申訴人、有關學校/辦學團體代表及/或教育局代表出席個案會議。

5.9 為保障個人私隱，如未徵得有關方面（包括申訴人/被申訴人及有關學校/辦學團體）同意，覆檢委員會/教育局不得向任何人士披露與申訴有關的任何個人資料。

5.10 如覆檢委員會需與有關人士會面或召開個案會議，會作以下安排：

- ◆ 出席會面及會議的人士必須與該宗申訴有關，並須得到委員會主席的批准才可出席。
- ◆ 在會面及會議中，申訴人不得向被申訴人、及其他證人查問，被申訴人及其他證人亦不得查問申訴人。
- ◆ 會面及會議進行期間，禁止錄音及錄影。

## 覆檢結果

5.11 覆檢委員會會審視個案是否已按照適當調查申訴程序處理及有關方面的調查結果是否公平合理，並就覆檢結果提出建議，包括是否終止處理個案、可否採取調解方式解決雙方的爭議、應採取的跟進/改善措施或是否有需要重新調查個案。覆檢結果會提交教育局常任秘書長。

- 5.12 教育局會參考覆檢委員會的覆檢結果及建議，就個案作出最終結論，並於收到覆檢申請後三個月內，書面通知有關人士/機構覆檢結果。如教育局接納覆檢委員會的建議終止個案，教育局及學校均不會再處理有關申訴。要求覆檢的人士/機構如不接納覆檢結果，可循其他渠道作出申訴。
- 5.13 如覆檢委員會建議個案須由校方/教育局重新調查，學校/教育局應委派高於原有處理人員最少一個職級的人員負責。有關機構須於兩個月內完成調查，並向覆檢委員會書面報告調查結果。經覆檢委員會同意後，有關機構須書面回覆申訴人，及抄送相關的回覆予覆檢委員會。如有關機構未能於兩個月內完成調查，應以書面通知申訴人原因及所需的回覆時間。

## 第六章 處理不合理行為

6.1 適當的溝通和調解有助消除誤解和增強互信，在一般情況下，學校不應限制查詢人/申訴人與校方接觸。然而，部分查詢人/申訴人的某些不合理行為，可能會為學校帶來極大的不良影響，包括虛耗校方大量人力、妨礙學校運作或服務，以及影響負責處理人員及其他持分者的安全等。因此，學校會制定適當的政策及措施處理這些不合理行為，以確保學校運作不會受到影響。

### 不合理行為定義

6.2 查詢人/申訴人的不合理行為一般包括以下三大類：

(i) 不合理的態度或行為，例如：

- ◆ 行使暴力或作出威脅恐嚇行為。
- ◆ 以粗言穢語或帶侮辱歧視性的語氣作出查詢/申訴。
- ◆ 提供虛假失實資料或蓄意瞞騙事實。

(ii) 不合理的要求，例如：

- ◆ 要求大量資料或特別待遇。
- ◆ 不停致電要求對話或會面或指定要某些人員回覆。
- ◆ 指定與某些人員於某些時間、地點會面。

(iii) 不合理的持續查詢/申訴，例如：

- ◆ 經恰當程序調查後，堅持不接受校方的解釋及調查結果，及/或堅持要求校方/教育局懲處某些人員。
- ◆ 就相同個案，不斷重複提出相同查詢/申訴或提出一些與之前相若的理據，但未能提出新證據。
- ◆ 就相同個案，不斷提出新查詢/申訴事項或對象，但未能提出具體證據。
- ◆ 以不合理或不理性的態度理解事件或在瑣碎細節上糾纏。

## 制訂校本政策

### 6.3 學校會制定適當政策及措施，處理查詢人/申訴人的不合理行為：

- ◆ 校方會委派適當的人員，負責界定查詢人/申訴人的行為是否不合理及決定校方應採取的措施。一般來說，校長應可作出有關判斷。如查詢/申訴涉及校長，應由校監或校董會作出決定。
- ◆ 校方會將處理查詢人/申訴人不合理行為的政策，納入校本處理查詢/申訴機制，並諮詢持分者的意見。
- ◆ 校方會公開有關處理不合理行為的政策，讓持分者知悉。

## 處理不合理行為

### 6.4 在處理查詢/申訴人各種不合理行為時，學校會採取下列的政策及措施：

#### (i) 不合理的態度或行為

- ◆ 任何不合理的態度或行為，包括暴力、威嚇、粗言穢語及帶攻擊或侮辱性的行為或語言，無論是親身或經由電話/書面表達，均不能接受。處理人員應對查詢人/申訴人表明不接受不合理的態度行為，並要求對方改變態度及停止有關行為，如對方依然故我，在發出警告後，處理人員可以終止與查詢人/申訴人的會面或談話。
- ◆ 校方會制訂緊急應變措施及指引，提醒處理查詢/申訴人員時刻提高警覺，並採取適切措施保護自身安全。校方會賦權處理查詢/申訴人員，如查詢人/申訴人的行為對負責人員的人身安全構成即時威脅或損害其切身利益時，他們可就當時情況，決定是否終止與查詢人/申訴人的會面或談話及請查詢人/申訴人離開會面地點。在緊急或有需要的情況下，校方會採取適當果斷行動，例如報警或採取法律行動。

#### (ii) 不合理的要求

- ◆ 如果查詢人/申訴人提出不合理的要求，對學校產生不良的影響，例如妨礙學校的運作或服務；或其他持分

者受到查詢人/申訴人不合理行為影響，校方會限制查詢人/申訴人與學校接觸，包括規定查詢人/申訴人與學校人員聯繫的時間、次數、日期、時段及溝通的方式（例如規定查詢人/申訴人到校前須預約、以書面方式表達意見、與校方指定人員聯絡等）。校方必須書面知會查詢人/申訴人有關安排及處理程序。

- ◆ 如查詢人/申訴人的不合理行為有所改善，校方可考慮是否應停止有關限制。如校方決定仍維持限制，應定時檢討有關限制條件。

### (iii) 不合理的持續查詢/申訴

- ◆ 面對不合理的持續查詢/申訴，如校方已按既定的調查及上訴程序，詳細審查及妥為處理個案，並已就查詢/申訴的調查結果，向查詢人/申訴人作詳細及客觀的書面解釋，學校可決定應否限制或停止與查詢人/申訴人的接觸，並終止處理有關個案。
- ◆ 校方應以堅決肯定的態度，令查詢人/申訴人明白校方已就事件作出最終裁決，不會改變有關決定，以免查詢人/申訴人對查詢/申訴結果產生不合理期望。
- ◆ 如收到無理的重複查詢/申訴，學校可發出「回覆卡」（見附件六），請查詢人/申訴人參閱校方之前給予的回覆，並重申校方不會再就同一事件作覆或與查詢人/申訴人聯絡。



關於學校日常運作及內部事務查詢/申訴的事例\*

範疇	事例
管理與組織	<ul style="list-style-type: none"> <li>• 學校帳目（例如帳目記錄）</li> <li>• 其他收費（例如課外活動費、留位費）</li> <li>• 政策方針（例如獎懲制度、停學安排）</li> <li>• 承辦商服務水準（例如校巴服務、飯盒供應）</li> <li>• 服務合約（例如招標程序）</li> <li>• 環境衛生（例如噪音、蚊患）</li> </ul>
學與教	<ul style="list-style-type: none"> <li>• 校本課程（例如科目課時）</li> <li>• 選科分班（例如學生選科安排）</li> <li>• 家課作業（例如家課量、校本評核標準）</li> <li>• 學生考核（例如評分標準）</li> <li>• 教職員表現（例如教職員的行為態度、工作表現）</li> </ul>
校風及學生支援	<ul style="list-style-type: none"> <li>• 校風（例如校服儀表）</li> <li>• 家校合作（例如諮詢機制、溝通渠道）</li> <li>• 對學生支援（例如對有特殊教育需要學生的支援）</li> <li>• 課外活動安排（例如興趣小組或活動的安排）</li> </ul>
學生表現	<ul style="list-style-type: none"> <li>• 學生整體表現（例如成績、操行）</li> <li>• 學生紀律（例如粗言穢語、吸煙、打架、欺凌）</li> </ul>

\*學校會參照《教育條例》、《教育規例》、《資助則例》及本指引第 1.1(i) 段所列相關通告、指引及實務守則，處理與學校日常運作及內部事務有關的投訴，以確保符合有關方面的要求。



## Stewards Pooi Kei College - Summary Record of Informal Inquiries/Complaints

## 香港神託會培基書院 – 查詢/申訴記錄摘要表格

Inquiry/ Complaint File Number 查詢/申訴檔 案編號	Date received 查詢/申訴 日期	Name of Inquirer/ Complainant 查詢人/申訴人 姓名	Tel 電話	Area of Inquiry/ Complaint 查詢/申訴事項	Subject of Inquiry/ Complaint 查詢/申訴對象	負責調查人 Person- in charge	Date of telephone contact interview with the inquirer/ complainant 電話聯絡/面見 查詢人/申訴人日期	Remarks/Results 備註/處理結果
(e.g./例)  2016-001	1.1.2016	CHAN Tai-man	23456789	School Uniform	Uniform supplier	Name of Teacher	2.1.2016	Resolved / Clarified / Accepted the reply /Enter formal Investigation 已解決 / 已澄清 / 接納結果 / 進入正式調查階段
1.								
2.								
3.								
4.								
5.								
6.								
7.								
8.								

確認通知書（一）

[申訴人已提供個人資料及毋須轉介的情況下適用]



**Stewards Pooi Kei College**

56 Siu Lek Yuen Road, Shatin, NT

Tel: 2345 4567

Fax: 2635 0100

DD MM YYYY

申訴檔案號碼

申訴人地址

申訴人姓名

XX 先生/女士\*：

本校於 XXXX 年 XX 月 XX 日收到你的書面/口頭\*申訴。現正展開調查工作，並會於 X 天內/盡快給你回覆。

如有查詢，請致電 XXXXXXX 與本校 X 老師/主任/副校長\*聯絡。

（簽署）

香港神託會培基書院學校校長  
李建峰

XXX 年 X 月 X 日

\*請刪去不適用者

確認通知書（二）

[需轉介予其他機構（例如政府部門/外判服務承辦商）處理的申訴]



**Stewards Pooi Kei College**

56 Siu Lek Yuen Road, Shatin, NT

Tel: 2345 4567

Fax: 2635 0100

DD MM YYYY

申訴檔案號碼

申訴人地址

申訴人姓名

XX 先生/女士\*：

本校於 XXXX 年 XX 月 XX 日收到你的書面/口頭\*申訴。為方便展開調查及跟進工作，請填上夾附的回覆表格，在本年 X 月 X 日前寄回本校。待調查完畢，本校會給你回覆。

如有查詢，請致電 XXXXXXXX 與本校 X 老師/主任/副校長\*聯絡。

（簽署）

香港神託會培基書院學校校長  
李建峰

XXX 年 X 月 X 日

\*請刪去不適用者

回覆表格

致香港神託會培基書院

申訴檔案編號：（如適用）

#申訴人姓名：\_\_\_\_\_（先生/女士）

[請依照身份證上姓名填寫]

# 通訊地址：\_\_\_\_\_

# 聯絡電話號碼：\_\_\_\_\_

本人明白就上述申訴個案所提供的個人資料，只會作調查申訴之用。

為方便學校處理這宗申訴個案，本人同意：

1. 學校可複製本人的申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申訴有關的資料。

\_\_\_\_\_  
日期

\_\_\_\_\_  
申訴人簽名

# 必須填寫



## Stewards Pooi Kei College Record of Complaint Case 香港神託會培基書院申訴個案記錄

Date received 申訴日期		Complaint File Num 申訴檔案編號	
-----------------------	--	------------------------------	--

Source 來源 (✓)	Directly lodged to school 直接向學校	Referred by EDB 教育局轉介	Referred by other Organisation (Name) 其他機構轉介 (名稱)

Mode 方式 (✓)	Tel 電話	Mail 信件	Email 電郵	Fax 傳真	In Person 親身	Other: 其他:

### Personal information of the complainant / 申訴人資料:

Name 姓名	Mr / Ms / Mrs <div style="text-align: right;">先生 / 女士 / 太太</div>				
Identity 身分 (✓)	Parent 家長	Councilor 議員	Public 市民	Organization 團體	Others: 其他:
	Authorised representative of the complainant (please state the name, address and contact telephone number of the representative and his/her relation with the complainant): 授權申訴人代表 (請說明姓名、地址、聯絡電話及與申訴人的關係):				
Tel 電話		Fax 傳真		Email 電郵	
Address 地址					

Subject of Complaint 申訴對象 (✓)	Principal 校長	Teacher (Name) 教師	Staff (Name) 職員	Other: (Name) 其他: (姓名)

Area of Complaint 申訴事項 (✓)	Management and Organization 學校管理	Learning and Teaching 學與教	School Ethos and Student Support 學生支援及校風	Student Performance 學生表現	Other 其他

### Summary of complaint / 申訴內容撮要

--

► **Investigation stage / 調查階段**      負責調查人員/Person-in-charge: \_\_\_\_\_

	Issue of Notice of Acknowledgement 發出確認通知書	Telephone contact 電話聯絡	Interview with the complainant 面見申訴人	Issue of written reply 發出書面回覆
Date 日期				

### Summary of findings / 申訴結果撮要

► **Appeal stage / 上訴階段** (if applicable/如適用)      Date of appeal/提出上訴日期: \_\_\_\_\_

上訴調查人員/Person-in-charge: \_\_\_\_\_

	Issue of Notice of Acknowledgement 發出確認通知書	Telephone contact 電話聯絡	Interview with the complainant 面見申訴人	Issue of written reply 發出書面回覆
Date 日期				

### Summary of appeal result/上訴調查結果撮要

► **Follow-up actions or recommendations (if applicable) / 跟進事項或建議 (如適用)**

Signature of person-in-charge / 負責人員簽署: \_\_\_\_\_

回覆卡



**Stewards Pooi Kei College**

56 Siu Lek Yuen Road, Shatin, NT

Tel: 2345 4567

Fax: 2635 0100

DD MM YYYY

查詢/申訴檔案號碼

查詢人/申訴人地址

查詢人/申訴人姓名

XX 先生/女士\*：

收到你 XXXX 年 X 月 X 日的來信。本校就有關事件的立場，已詳列於 XXXX 年 X 月 X 日（及其他覆函[如適用]的日子）給你的回覆。本校將不會就有關查詢/申訴再作回覆或與你聯絡。

（簽署）

香港神託會培基書院學校校長  
李建峰

XXX 年 X 月 X 日

\*請刪去不適用者