

Example 2
for schools' reference

xxxx Secondary School Complaint Investigation Report

Date of receipt of complaint : xx.xx.xxxx

Name of complainant: Mr / Ms * Several complainants claiming to be parents, students and members of the public (including anonymous complaints)

Telephone : xxxx xxxx Fax : xxxx xxxx Email : xxxxxxxx

Address : xxxxxxxxxxxxxxxxxx

Other information (if applicable) : _____

Identity of complainant :

- Parent Student Teacher School Staff
 Alumni Public
 Others (e.g. : Councillor / Organisation) _____

Mode of complaint :

- Letter Fax Email Telephone (received by _____)
 In person (interviewed by _____, venue: _____)
 Referral (e.g. : Education Bureau, Legislative Councillor, District Councillor, ICAC, professional associations, etc.) :

Person(s) being complained :

- Principal Teacher Staff Service Provider
 Others : _____

Issues of complaint :

- Management and Organisation Learning and Teaching
 Student Ethos and Student Support Student Performance
 Teacher Professional Conduct Others : _____

Please put a ✓ in the box as appropriate

* Please delete as appropriate

Summary of the complaint :

1. Background : *[Please attach telephone / interview record (if applicable)]*

The school sponsoring body (SSB) and the school received a considerable number of complaints regarding an inappropriate question in the worksheet of a school subject (Subject x). The Incorporated Management Committee (IMC) of the school set up a task force to conduct a complaint investigation. Its members included:

- a. Mr xxx, IMC member (Chairman of the Task Force);
- b. Mr xxx, staff member of the Education Affairs Department of the SSB and member of the IMC (Member of the Task Force); and
- c. Ms xxx, staff member of the Education Affairs Department of the SSB and member of the IMC (Member of the Task Force).

The terms of reference of the Task Force:

- a. To investigate the incident and determine whether the allegations are substantiated;
- b. To understand the school's monitoring mechanism and related administrative arrangements for teaching materials (including worksheets and test papers, etc.); and
- c. To make recommendation(s) to the IMC.

2. Allegation(s) : *[If more than one allegation, please arrange by number]*

- a. The question in the worksheet was inappropriate which imparted distorted values to students; and
- b. Teacher setting the question (Teacher x) was in violation of professional conduct.

3. Investigation :

A. Incident

1. The worksheet concerned was an exercise of Subject x that was distributed to students of Secondary x class for completion during lesson on xx.xx.xxxx. There were a total of xx questions in the worksheet and the one which gave rise to those complaints was question no. x (see Annex x). Teacher x was accused of imparting distorted values on students by including contents relating to the social incidents that were unverified into the question (i.e. "xxxxx").
2. After receiving the complaints about the worksheet, the principal and the panel head examined the worksheet concerned immediately. As it involved some unverified contents, the principal interviewed the concerned Teacher x immediately (xx.xx.xxxx).
3. During the meeting, Teacher x expressed that after drafting the worksheet, it was circulated among subject teachers who taught the same class level and no one raised any questions. Teacher x admitted that in the process of drafting the questions, he was influenced by the

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social atmosphere and included some controversial contents into the question.

4. The concerned question of the worksheet was alleged to be biased. On the day when the school started to receive a large number of complaints, a statement clarifying the issue was published on the school's website (see Annex x).

B. Sequence of events *[Please add row(s) if necessary]*

Date	Sequence of Events	Attachment (including interview record / notes of the meeting / report etc.)
xx/xx/xxxx	Teacher x drafted the questions for the worksheet.	Annex (x) worksheet and answers
xx/xx/xxxx	Teacher x distributed the worksheet to students for completion during class.	
xx/xx/xxxx	The school received relevant complaints.	
xx/xx/xxxx	The principal and the panel head interviewed Teacher x.	
xx/xx/xxxx	The school received a letter from the EDB requesting for a report on the incident.	Annex (x) The letter from the EDB
xx/xx/xxxx	The school provided a written report and the response of Teacher x to the SSB (including Teacher x's written response to the school on xx.xx.xxxx).	Annex (x) School report and the written response of Teacher x
xx/xx/xxxx	IMC held a meeting to endorse the setting up of a Task Force to conduct investigation.	Annex (x) Notes of meeting
xx/xx/xxxx	The EDB issued a letter to the school requesting for further information on the incident, including the record of interview with students.	Annex (x) The letter from the EDB
xx/xx/xxxx	The Task Force visited the school and interviewed Teacher x. He was informed of the preliminary investigation results and invited to make further responses/representations and provide information (if any).	Annex (x) Interview Record (including a summary of the school's workflow on vetting teaching materials and examination papers) Annex (x) The written response of Teacher x
xx/xx/xxxx	The Task Force visited the school and interviewed	Annex (x)

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	the concerned teaching staff.	Interview Record
xx/xx/xxxx	Teachers of the school counselling team and the social worker paid visits to each class of the concerned class level to provide counselling support and explain the incident.	Annex (x) Interview Record
xx/xx/xxxx	IMC held a meeting to review the report submitted by the Task Force and endorse the follow-up measures.	Annex (x) Notes of Meeting
xx/xx/xxxx	The principal interviewed Teacher x and informed him of the decision of the IMC, including disciplinary actions and follow-up measures. He was informed that he could make an appeal on or before xx.xx.xxxx.	Annex (x) School letter issued to Teacher x
xx/xx/xxxx	The SSB submitted the final report to the EDB.	Annex (x) Reply letter to the EDB and investigation report

C. Impact on students and follow-up measures taken by school

1. Based on the meeting between the school personnel and the students of Secondary x class as well as daily observations (School Report at Annex x), there was no evidence that any student was disturbed or had negative emotions because of the incident.
2. Teacher x and other subject teachers who taught the same class level stated that they did not notice any abnormal reactions from students when completing the worksheet in class.
3. Since this worksheet was used for the whole class level, the school counselling team and the social worker paid visits to every class of Secondary x level on xx.xx.xxxx and provided counselling support and explained the incident. During these visits, no student was found emotionally disturbed.

D. Improvement measures of the school administration

1. After the incident, the school reviewed the approval mechanism of the school-based teaching materials. For teaching materials with assessment results to be included in the school report, the current approval mechanism remained unchanged (i.e. the teaching materials must be routed through the setter, subject teachers of the same class level, the subject panel head/deputy panel head and lastly, the principal/vice-principal for approval and signatures before printing and distribution). As for other teaching materials, in the past, after passing them to the subject teachers of the same class level, the setter could

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arrange for printing and distribution. With immediate effect, all teaching materials must be approved by the head/deputy panel head of the subject before printing.

2. A teacher meeting was held after the incident to discuss the above enhanced mechanism.

E. The responses from Teacher x and his work performance

1. Teacher x joined the school in xx.xxxx and served as a teacher of Subject x from xxxx to xxxxx. He also undertook administrative duties of xxx every year. According to the appraisal reports, Teacher x's teaching performance was satisfactory. He cared about students and provided appropriate support to students with different needs.
2. According to the written response provided by Teacher x on xx.xx.xxxx, and the information provided in the meeting on xx.xx.xxxx, Teacher x admitted that he had inappropriately included some controversial contents into the question which was unprofessional and might mislead students. For the two allegations about the inappropriate worksheet and the violation of professional conduct, Teacher x was willing to shoulder the responsibility and accept any disciplinary action administered by the school.
3. The panel head completed the inspection of a total of xx worksheets and exercises of the concerned class level prepared by Teacher x during the period from xx.xx.xxxx to xx.xx.xxxx. No similar problem was found.

4. Investigation result

The Task Force investigated the incident through different means, including meeting with the relevant persons, reviewing their written responses and information provided by the school and Teacher x. The investigation results were summarised as follows:

a. The Misconduct of Teacher x:

The concerned question of the worksheet was obviously related to social incidents and the content of which was unverified. It might cause misunderstanding to students and even imparted distorted values to students. The way of drafting the question was extremely unprofessional. The two allegations against Teacher x on the use of inappropriate teaching materials and violating professional conduct are substantiated.

In view of his past performance and care for students, Teacher x was considered a competent teacher. After the incident, Teacher x admitted his mistakes directly and was willing to take up the responsibilities and accept the disciplinary action administered by the school. Although Teacher x committed a serious mistake, it was one single incident.

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There is little chance for Teacher x to commit similar mistakes again.

b. Responsibilities of the school:

In view of the current social situation, there was indeed room for improvement and enhancement of the school's monitoring mechanism for the learning and teaching materials. School management had the responsibility to improve the existing mechanism and play a supervisory role to prevent similar incidents from happening again.

c. Impact on students:

Based on the comprehensive findings (including the interviews with different teaching staff), only a small number of students expressed concerns about the incident, while the students involved (i.e. students in Secondary x class) did not behave abnormally or were not emotionally affected.

The IMC reviewed the report of the Task Force at the meeting on xx.xx.xxxx, and accepted the investigation results after thorough discussions.

5. Analysis and conclusion :

Allegation <i>(please refer to item 2)</i>	Substantiated	Not Substantiated	Partially Substantiated	Not Applicable
1. The question in the worksheet was inappropriate which imparted distorted values to students	✓			
2. Teacher x was in violation of professional conduct	✓			

6. Follow-up action : *[If applicable, e.g. the disciplinary action taken against the person being complained and improvement measures taken by the school on the incident, etc.]*

1. The disciplinary actions against the concerned teachers were as follows:

a. Teacher x

Based on the comprehensive information, the IMC considered the incident, though a single incident, was a serious misconduct case. In response to this incident, the IMC decided to xxxxxxxx Teacher x.

b. Other subject teachers of the same level

The principal should give a written reminder to all subject teachers of the same level for adopting a more prudent approach with different perspectives when reviewing the teaching materials.

2. Improvement measures

The school interviewed Teacher x immediately to understand the whole incident and held a special staff meeting afterwards to review and enhance the process for approving learning and teaching materials. The IMC agreed with the above enhancement. In addition, the IMC endorsed the follow-up measures as below:

- a. To remind teachers to design questions in a serious and professional manner;
- b. To advise teachers to make good use of the lesson preparation time to discuss the contents of the teaching materials with their peers to ensure that the contents are closely connected with the learning focus as well as promote professional exchanges; and
- c. To remind the school management to regularly review the relevant mechanisms and arrangements related to learning and teaching, including the approval mechanism of teaching materials.

7. **Other related information :** *[Such as written statement / declaration, circular, guidelines, ordinance, etc.]*

8. **Responsible persons :**

Signature: _____

Name: _____

Post: _____

Date: _____