

List of Basic Principles and Arrangements for Handling Complaints  
(Extracted from Chapters 2 to 4 of the [Guidelines for Handling School Complaints](#))

As a general practice, schools may immediately or promptly provide assistance or help resolve a complaint with the complainant by following informal complaint handling procedures. If a school has made its best efforts to resolve a complaint through informal complaint handling procedures but the complainant is still unsatisfied with the school's response or the complaint still remains unresolved, formal complaint investigation procedures should be initiated. To enable schools to develop a school-based mechanism for effective handling of complaints lodged by parents, students or the public concerning schools' daily operation or internal affairs, the Education Bureau (EDB) has drawn up the Guidelines for Handling School Complaints, which set out the principles, policies and procedures for handling complaints. Relevant basic principles and arrangements are highlighted in the following table for schools' easy reference:

Basic Principles/Arrangements for Handling Complaints	Related Paragraphs
<ul style="list-style-type: none"> <li>● Developing a clear and transparent school-based mechanism for handling complaints                             <ul style="list-style-type: none"> <li>➤ Developing, in collaboration with school sponsoring bodies, a clear and effective school-based mechanism for handling complaints</li> <li>➤ Consulting stakeholders (including teachers and parents) when developing/refining the complaint handling mechanism</li> <li>➤ Regularly informing, through different channels, stakeholders of the policies and procedures for complaint handling by schools</li> <li>➤ Ensuring that all staff responsible for handling complaints understand and comply with the relevant policies and guidelines</li> </ul> </li> </ul>	2.6 – 2.8
<ul style="list-style-type: none"> <li>● Considering, in light of the nature of individual cases, whether it is appropriate to adopt different means for a resolution (including mediation)</li> </ul>	3.8
<ul style="list-style-type: none"> <li>● Ensuring a fair and impartial mechanism/investigation                             <ul style="list-style-type: none"> <li>➤ Establishing a declaration system</li> <li>➤ Providing an appeal channel</li> <li>➤ Approaching complaints positively and treating complainants and subjects fairly</li> <li>➤ Not allowing any staff member who is the subject of a complaint to engage in or oversee the investigation</li> </ul> </li> </ul>	2.10 – 2.13

<ul style="list-style-type: none"> <li>➤ In light of the nature and scope of a complaint and the persons involved, assigning suitable dedicated staff or setting up a task force to handle the complaint, e.g. inviting independent persons to engage in the handling of the complaint/appeal</li> <li>➤ Promptly handling and responding to a complaint/appeal to prevent the situation from escalating</li> <li>➤ Keeping contents and information of complaints strictly confidential and adopting appropriate measures to protect personal data and privacy if the situation warrants</li> </ul>	<p style="text-align: center;">4.1</p> <p style="text-align: center;">2.4, 3.9 and 3.10</p> <p style="text-align: center;">4.2 – 4.6</p>
<ul style="list-style-type: none"> <li>● Properly maintaining a record of complaint cases</li> </ul>	<p style="text-align: center;">3.11</p>
<ul style="list-style-type: none"> <li>● Reviewing the complaint handling policies and guidelines on a regular basis, and refining the relevant mechanisms and procedures whenever necessary</li> </ul>	<p style="text-align: center;">2.9 and 4.9</p>

While the Guidelines for Handling School Complaints should be followed in handling complaints made by parents, students or the public about schools' daily operation or internal affairs, the principles and arrangements therein are applicable to the handling of staff complaints as well. When necessary, schools may make reference to the Guidelines for Handling School Complaints and the School Administration Guide (sections 4.4 and 7.9) issued by the EDB in developing/refining their mechanisms and procedures for handling staff complaints so as to deal with such complaints in a more proper manner.