

**xxxx Secondary School
Complaint Investigation Report**

Example 1
for schools' reference

Date of receipt of complaint : xx.xx.xxxx

Name of complainant : Mr / Ms * Anonymous complaint (identity not known)

Telephone : xxxxxxx Fax : xxxxxxx Email : xxxxxxx

Address : xxxxxxxxxxxxxxxxxx

Other information (if appropriate) : _____

Identity of complainant :

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

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 delete as appropriate
 Please put a ✓ in the box as appropriate

Summary of complaint :

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

The school sponsoring body (SSB) and the school received a total of more than 800 complaints, alleging that a teacher (Teacher x) posted messages on his social media platform containing vulgar and abusive language as well as comments which insulted councillors and people with different political views. Moreover, Teacher x was accused of showing his social media webpages to students many times with a view to imparting biased political stances. The incident was also reported in many newspapers which aroused the concerns of many parents. In view that the incident was related to teacher professional misconduct and the allegations were serious, the Incorporated Management Committee (IMC) of the school established a task force to investigate the incident. Its members included:

- a. Principal xxxx (Chairman of the Task Force);
- b. Mr xxxx, the independent school manager of the IMC (Member of the Task Force); and
- c. Vice-principal xxxx (Member of the Task Force).

The terms of reference of the Task Force :

- a. To conduct investigation into the complaint and to determine whether Teacher x has conveyed improper messages on the Internet and imparted his political stance in daily teaching;
- b. To assess the severity of the case and, in particular, the impact on the students if the allegations are substantiated; and
- c. To make recommendations to the IMC.

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

- a. Posting and forwarding vulgar and abusive language via personal social media platform; and
- b. Imparting biased political views to students by showing them personal social media webpage which contained hate messages

3. Investigation :

A. Incident

Since xx.xx.xxxx, the school had received a large number of anonymous emails and letters (more than 800 letters as at xx.xx.xxxx) complaining against Teacher x. The complaints against Teacher x were summarised as follows:

1. A total of xx posts (Annex x) were found in his social media platform. In addition to the

Restricted

expression of his biased political stance, there were vulgar and abusive language insulting councillors and cursing messages against people with different political views.

- Teacher x was accused of showing the above-mentioned posts to students of Secondary x class during the lesson. He imparted biased political stance and distorted values to students and violated the professional conduct of teachers.

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	The school's Task Force met Teacher x to ascertain whether the screenshots of webpages, as attached with the complaints (especially those containing biased political stances and vulgar and abusive language), came from his social media platform. Teacher x was requested to give responses. To facilitate the investigation, his consent to showing the contents of his social media webpages to the Task Force was sought.	Annex (x) Interview Record Annex (x) Teacher x's written response
xx/xx/xxxx	The vice-principal and the class teacher paid a visit to Secondary x class to enquire and provide counselling to the students.	Annex (x) Interview Record Annex (x) School Report
xx/xx/xxxx	The principal met the panel head to inquire about Teacher x's teaching performance and attitude and requested the panel head to review the relevant teaching materials and lesson plans prepared by Teacher x in the current school year.	Annex (x) Interview Record Annex (x) The report from the panel head
xx/xx/xxxx	The Task Force met Teacher x to inform him of the preliminary investigation results of the Task Force. He was invited to give further responses / make representations and provide information (if any).	Annex (x) Interview Record Annex (x) Teacher x's written response
xx/xx/xxxx	The IMC conducted a meeting to review the report of the Task Force and approved the follow-up measures to be taken.	Annex (x) Notes of meeting
xx/xx/xxxx	The principal interviewed Teacher x and informed him of the decision of the IMC, including the	Annex (x) School letter issued to Teacher x

Date	Sequence of Events	Attachment (including interview record / notes of the meeting / report etc.)
	disciplinary actions and follow-up measures. He was also informed that he could submit an appeal by xx.xx.xxxx.	
xx/xx/xxxx	The school submitted an investigation report to the EDB on the incident.	Annex (x) Reply letter to the EDB and the investigation report

C. Teacher x's responses to the incident

Allegation 1

1. Teacher x confirmed that all screenshots in the attachment came from his personal social media webpages.
2. Teacher x admitted that he was influenced by the social atmosphere. During the period from xx.xx.xxxx to xx.xx.xxxx, a total of xx messages were posted or forwarded on his personal social media webpages to express his personal feelings, and criticise councillors and people with different political views. He claimed that he felt extremely distressed and he unconsciously used vulgar and abusive language to release his personal emotions.
3. Teacher x said that he felt sorry after reflection and wished to apologise for the use of improper words. He deleted the posts concerned on xx.xx.xxxx (Note: Teacher x showed his personal social media platform to the Task Force after that date. The Task Force confirmed that Teacher x had deleted those inappropriate posts).

Allegation 2

1. Teacher x stated that he had two social media accounts. The account with improper messages was ABCD, which was only open to friends and did not include current students.
2. Teacher x showed another social media account (named EFGH) to students during class discussion in Secondary x class. He also discussed with students the news relating to the issue of daily living of Subject x. The contents were not related to politics. Teacher x showed the social media account named EFGH.

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

1. The vice-principal and the class teacher paid a visit to Secondary x class to verify whether Teacher x had shown inappropriate posts to students and to provide counselling. The students remarked that Teacher x did show his social media platform account during class discussion activities in the past, which was about news on current social affairs and daily issues relating to Subject x. The students did not notice any content with vulgar and abusive language or political stance, but they could not remember the name of the account.
2. According to the daily observations of the class teachers of Secondary x class (School Report at Annex x), there was no evidence that any student had negative emotions or felt stressed due to the incident.

E. Teacher x's work performance and conduct

1. Teacher x joined the school in xx.xxxx and served as a teacher of Subject x since the xxxx/xxxx academic year. According to his appraisal reports, Teacher x's teaching performance was satisfactory. The school had never received complaints from parents against Teacher x nor discovered any suspected acts of professional misconduct.
2. The panel head had inspected all the learning materials, assignments and worksheets prepared by Teacher x in the current school year. No contents relating to political stance or improper messages were found.

4. Investigation result

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

1. Teacher x did express his personal feelings with vulgar and abusive language and cursed the people with different political views via his social media webpages during the period from xx.xx.xxxx to xx.xx.xxxx. After review, the Task Force considered that the relevant messages were improper.
2. The relevant social media webpages were not open to public and students were not able to access them. Although the messages posted by Teacher x did not directly affect students, his inappropriate messages had already tarnished the professional image of teachers and caused negative impact on the school.
3. Students, parents, and the public have high expectations of teachers. Teachers should be cautious about their words and deeds. Teacher x who used inappropriate language to express hate and insulting messages did violate the professional conduct of teachers. The allegation was considered substantiated.
4. After examining the learning materials, classwork and worksheets prepared by Teacher x in the current school year and collecting students' feedback, there was no evidence that

Teacher x had spread political stance and improper messages in his daily teaching.

5. Analysis and conclusion :

Allegation <i>(please refer to item 2)</i>	Substantiated	Not Substantiated	Partially Substantiated	Not Applicable
1. Posting and forwarding vulgar and abusive language via personal social media webpage	✓			
2. Imparting biased political views to students by showing personal social media webpage which contained hate messages		✓		

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

1. The disciplinary action against the teacher concerned
 - a. When members of the Task Force checked Teacher x's social media webpages on xx.xx.xxxx, it was confirmed that he had deleted the posts related to hate and insulting messages. Teacher x apologised for what he had done. Based on the comprehensive findings, the IMC considered the allegation of professional misconduct substantiated. In response, the IMC decided to xxxxxxxx Teacher x.
 - b. The principal/vice-principal/ panel head would monitor the performance of Teacher x by conducting classroom observations and inspection of students' assignments from time to time in the next six months.
2. Other follow-up actions
 - a. All teachers would be reminded to be mindful of their words and deeds, irrespective of whether they are inside or outside school. They should uphold a serious and professional manner and should not bring politics to campus.
 - b. All teachers would be urged to review their personal social media webpages immediately to prevent similar incidents from happening again.

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

8. Responsible staff :

Signature:	_____	_____	_____
Name:	_____	_____	_____
Post:	_____	_____	_____
Date:	_____	_____	_____