

**Delia Memorial School (Glee Path)**  
**Handling Public Complaint Policy**

**Aim:**

1. Building a culture of communication
2. Handling complaints in a positive manner
3. Formulating a school-based mechanism

**Principles:**

1. Handling of complaints by the appropriate party
2. Timely and efficient handling
3. Clear and transparent mechanism
4. Fair and impartial handling

**Handling complaints:**

1. Students and parents are welcome to express their opinions and even complaints about the daily operation and internal affairs of school.
2. Principal, Assistant Principal and relevant supervisor should follow up on opinions and complaints, talk with the complainant and relevant teaching staff so as to solve the problem.
3. Processing levels and stages:
  - Oral queries/comments/complaints
  - Written complaints
  - The principal is not involved
  - The Principal is involved
  - Complainant is not satisfied

**Complaint Handling Procedures in Schools:**

(Please refer to Education Bureau's Guidelines for Handling School Complaints)

**Schools need not handle the following types of complaints:**

1. Anonymous complaints
2. Complaints not made personally by the complainant
3. Complaints involving any incidents which have occurred for more than one year
4. Complaints with insufficient information

**Designated staff:**

Following the school-based inquiry/complaint handling mechanism's recommendations, and taking into account the nature of the complaint, its scope and the people involved, schools can assign designated staff or set up a task force to handle the complaint.

Targets involved	Example	Investigation	Appeal stage
Teaching and school staff	1	Senior teacher	Assistant Principal
	2	Assistant Principal	Principal
	3	Principal	SMC Investigation Task Force
Principal	1	SMC Investigation Task Force	Designated staff of school-sponsoring body
	2	SMC Investigation Task Force	SMC Appealing Force

**Handling of Unreasonable Behaviour:**

Any unreasonable attitude or behaviour, including acts of violence, intimidation, and abusive/offensive conduct or language, are unacceptable, whether they are performed face-to-face or by phone/writing. The staff should convey this message clearly in the event they encounter any complainant with such behaviour or attitudes, in addition to demanding that he/she stop acting in such a way. If the complainant refuses to comply, paying no heed to the staff's warning, the latter may terminate the meeting or conversation. For the definition of unreasonable behaviour, please refer to Education Bureau's Guidelines for Handling School Complaints (P.23).