

Delia Memorial School (Glee Path)
Student Affairs Complaint Mechanism

Aim:

Establish a set of effective policies and impartial procedures to handle students and parents' queries and complaints properly.

Query and appeal channels:

- E-mail
- Phone
- In person
- Post

Principles:

- Enquiries on general academic administrative measures are not required to affirm the identity of the enquirer. In the case of appeal, the identity of the student or parent is required to be affirmed.
- Head of Student Affairs, Discipline Master, Form Master and Class Teacher are required to follow up the cases upon the comments and complaints. Also, they are required to find out the causes and solution of the cases through the meeting with complainants, related students and teaching staff.

Performance Pledge:

- Indirect conversations such as emails and letter of inquiries or complaints will be responded preliminarily within two working days.
- Complete investigation and respond to the enquirers and complainants within ten working days.

General complaints related to student growth:

- Students or parents should appeal to head of student affairs, discipline master, form master and class teacher.
- Head of student affairs, discipline master, form master and class teacher should arrange a meeting between related students or parents and teachers.
- The result will be notified directly to complainant within ten working days.

Conduct grade result appeal:

- Submit the application form within seven days after the distribution of transcript.
- Result will be announced within seven working days after the application deadline.