

**Delia Memorial School (Glee Path)**  
**Academic Board 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.
- Assistant Principal and subject panel 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 seven working days.

**General complaints related to academic affairs:**

- Students or parents should appeal to subject panel or Assistant Principal.
- Assistant Principal or subject panel should arrange a meeting between related students or parents and teachers.
- The result will be notified directly to complainant within seven working days.

**Complaints about result of classes and electives:**

- Submit application form within seven working days after the distribution of transcripts, release of classes and electives results.
- Result will be announced within seven working days after the application deadline.

**SBA result appeal:**

- Students who are not satisfied with the result of SBA are required to submit an appeal application to teachers within seven working days after the results released.
- After receiving the appeal application, subject panel and subject teacher will review students' SBA, the appeal result will be released within seven working days after receiving the application.
- If the student is still not satisfied with SBA result, he/she is required to submit a final appeal application to Assistant Principal within seven working days.
- Assistant Principal, subject panel and all subject teachers will review students' SBA again, the appeal result will be released within seven working days after receiving the application.