



PO LEUNG KUK CHOI KAI YAU SCHOOL  
COMMUNITY FEEDBACK POLICY

AUGUST 2025

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## **Purpose and Scope**

This policy outlines the procedures for addressing feedback related to the school's operations and internal affairs, such as the academic programmes, staff conduct and student services. It aims to ensure that all stakeholders - students, parents, and staff - can voice their concerns, lodge complaints effectively and receive appropriate resolutions, fostering an environment of transparency and accountability throughout the school.

## **Principles of the Procedure**

### **1. Responsibility for Handling Complaints**

Complaints will be addressed by responsible parties. The school will handle complaints related to daily operations and internal affairs, while the Education Bureau (EDB) will handle complaints concerning the Education Ordinance, education policies, and services. Designated staff members will be assigned to manage concerns and complaints effectively.

### **2. Fairness and Accessibility**

The complaints procedure will be fair, treat all parties equally, and be easy to understand and access.

### **3. Timeliness**

All complaints will be addressed in a timely manner, ensuring that stakeholders are informed throughout the process. Efforts will be made to resolve issues or complaints at an early stage to facilitate quicker resolutions.

### **4. Effectiveness**

The procedure will be regularly monitored and reviewed to maintain its effectiveness.

### **5. Confidentiality**

All contents and information of complaints will be kept strictly confidential and restricted to internal reference or reference by relevant persons only. If there is a meeting or interview arranged, audio or video recording is prohibited unless school authorisation is obtained.

### **6. Documentation and Record Keeping**

A record-keeping system is in place to document all formal complaints, the investigations and the resolutions, to ensure transparency and accountability in the handling of complaints.

## Definitions

- **Concern:** A concern refers to the enquiry or opinion expressed by the enquirers for the interests of themselves, their children or the school, with a view to changing or improving the existing situation.
- **Complaint:** A complaint is an expression of disappointment, dissatisfaction or grievance expressed by the complainants. The complainant may demand the school to rectify its mistakes, take disciplinary action against the suspected offenders, or resolve the issue(s) raised in the complaint. This requires formal resolution procedures.
- **Appeal:** A request for the review of a decision or action taken. This requires formal appeal procedures.

## Interpretation of Complaints

- To avoid confusion in the handling process, the management team will carefully differentiate between concerns and complaints. The responsible staff will avoid mixing up concerns with complaints in order to decide the appropriate procedures to handle them.
- In general, unless the person concerned insists on making a formal complaint, the responsible staff can promptly provide assistance or help resolve his/her problem by following the procedure for handling concerns.

## Procedure for Handling Concerns

- Many matters and enquiries can often be handled and resolved informally. Stakeholders are encouraged to first discuss concerns with the relevant staff members:
  - **Academic concerns:** Discuss with the subject teacher, Head of Department or Academic Senior Teacher.
  - **Pastoral concerns:** Discuss with Class Teacher/Form Tutor, Head of Year or Pastoral Senior Teacher.
  - **Extended Learning Activities (ELA) concerns:** Discuss with the Head of House or ELA Senior Teacher.
  - **Course placement or assignment issues:** Contact the Academic Senior Teacher or the IGCSE/IBDP Coordinator.
  - **General concerns:** Contact the relevant Senior Teacher, IGCSE/IBDP Coordinator, Vice Principal or Principal.
- Concerns, enquiries or opinions will be handled, addressed and resolved promptly. The initial response would be made within five school days. The relevant staff will provide guidance, explanations, and/or resolutions through

discussions with the stakeholders to promote understanding and foster a collaborative environment at the school. If necessary, the staff may refer the case to a senior staff or other staff member for follow-up action and the stakeholders may be informed.

## **Procedure for Handling Formal Complaints**

If concerns are not resolved informally, the following formal complaint procedure can be initiated:

### ***Investigation Stage***

#### **1. Written Complaint:**

- Submit a written complaint or email to the relevant Vice-Principal/Principal with the contact information, detailing the issue, information related to the complaint, and previous efforts to resolve it. Anonymous complaints will not be accepted. (Also see section “*Complaints not Handled by School*” below.)

#### **2. Acknowledgment:**

- Acknowledgement receipt will be issued by a designated responsible staff within seven school days during normal school days (excluding school holidays, study tours and examination periods).

#### **3. Investigation:**

- The responsible staff will investigate the complaint, considering the evidence received and collected. If necessary, the responsible staff will discuss the matter with the complainant by a meeting to have a better grasp of the situation, or request for relevant information. The investigation may involve other staff members, and all proceedings will be handled with confidentiality.

#### **4. Outcome Communication:**

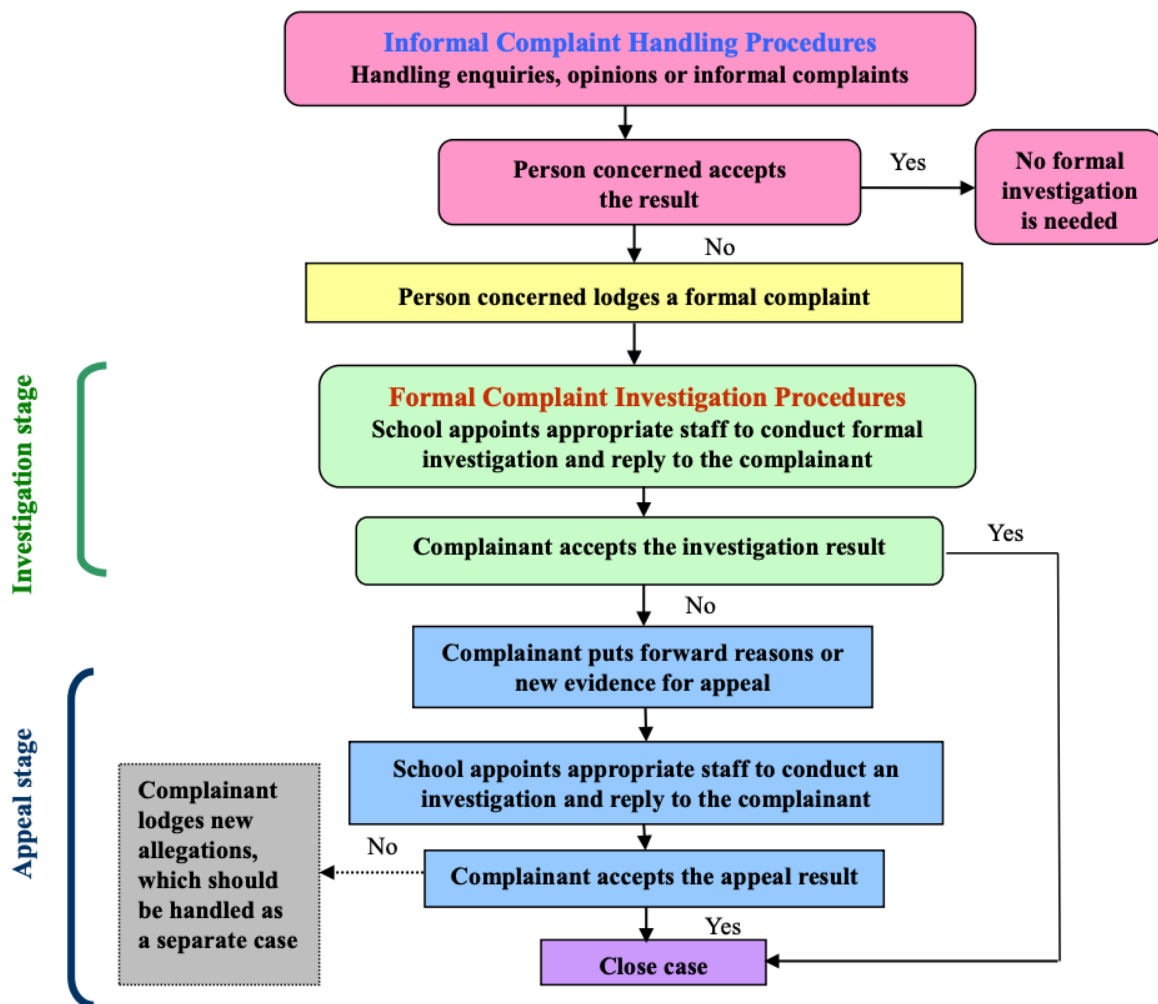
- The complainant will be informed of the investigation result by a written reply within two months (excluding school holidays, study tours and examination periods) after receiving the complaint.
- If the complainant accepts the investigation result, the case is concluded officially.
- If the complainant does not accept the investigation result (or the way the school handled the complaint), and is able to provide new evidence or sufficient justification, the complainant may lodge an appeal in writing against the school’s decision within 14 days from the date of its reply.

## ***Appeal Stage***

If the school accepts an appeal case, the following procedures will be adopted:

- A staff of a higher rank than those responsible for the investigation stage, or staff from a different section will handle the appeal and reply to the complainant, with an acknowledgement receipt within seven school days during normal school days (exclude school holidays, study tours and examination periods).
- The responsible staff would resolve the appeal within two months (excluding school holidays, study tours and examination periods) and send a written reply to inform the complainant of the appeal result.
- If the complainant accepts the appeal result, the case is concluded officially.
- If the complainant does not accept the appeal result (or the way the school handled the appeal), the school will review the appeal process to ensure that proper procedures have been followed; and
- if the complainant raises other new allegations, the school will handle them separately in order to avoid mixing up the old complaints with the new ones.

The following diagram provides a summary of how concerns (informal complaint) and complaint are handled:



*"Guidelines for Handling School Complaints (For Aided, Caput and Direct Subsidy Scheme Schools)." Education Bureau. October 2023. Diagram 1: Flowchart of School Complaint Handling Procedures. Web. 1 August 2025.*

## **Appeals Against IGCSE/IBDP Programme Decisions**

Students may appeal against decisions made regarding IGCSE/IBDP Programme decisions. The process is as follows:

### **1. Initial Discussion:**

- The student or parent/carer should first discuss the decision with the relevant staff member (e.g., subject teacher or IGCSE/IBDP Coordinator). The relevant staff will provide guidance, explanations, and/or resolutions through discussions with the stakeholders.

### **2. Formal Appeal Request:**

- If the issue remains unresolved, the student's parent/carer may submit a formal appeal in writing to the IGCSE/IBDP Coordinator, detailing the reasons for the appeal.

### **3. Investigation of the Appeal:**

- The IGCSE/IBDP Coordinator will investigate the appeal, which may involve consulting assessment data and relevant stakeholders, while maintaining confidentiality.

### **4. Meeting and Resolution:**

- A meeting will be arranged with the student, and/or their parent/carer. The outcome will be communicated to all relevant parties after the meeting.

### **5. Further Actions:**

- If the appeal is not resolved satisfactorily, the matter may be referred to a committee composed of senior management team members designated by the Head Principal for additional review.

## **Complaints Not Handled by School**

### **1. Anonymous Complaints**

Complainants must provide their name and contact details for effective investigation. Should the complainant fail or refuse to provide these personal details, thus rendering it impossible for the school to investigate the complaint and reply in writing, the complaint will be deemed anonymous and the school may not handle it.

However, under special circumstances (e.g. when there is sufficient evidence or when the case is serious or urgent), the middle or senior management of the school may decide whether to follow up with an anonymous complaint, or treating it as an internal reference and informing the subject of the complaint about the case for taking appropriate remedial and improvement measures. If follow-up actions are considered unnecessary, the school should briefly state



the reasons and put on file for record.

## **2. Complaints Not Made by the Person Concerned**

Generally speaking, the person concerned should lodge the complaint by himself/herself. Anyone who seeks to file a complaint on behalf of the person concerned has to obtain his/her prior written consent. If the case involves a student (or a minor, or an intellectually disabled person), then his/her parents/guardian, or the person authorised by the parents/guardian, may lodge a complaint on his/her behalf.

If a complaint is lodged by more than one person on behalf of the person concerned, the school may require the person concerned to appoint one of them as the contact person.

Sometimes a complaint is lodged on behalf of the person concerned or referred by other organisations/groups such as Legislative councillors, district councillors, trade unions or the media. Since there is no current legislation which empowers any organisation/group to complain on behalf of someone else, the school would consider whether to accept such a complaint or not. If, however, the organisation/group has obtained prior written authorisation from the person concerned, the school would handle the complaint in accordance with the prescribed procedures.

## **3. Complaints Involving Incidents Outside of the Academic Year**

Complaints related to the daily operation of schools should be lodged within the same school year. If the incident involved had happened more than one year, the environment might have changed or evidence might have disappeared, or the complainant/subject of the complaint might have already left his/her post or the school. The school will not be able to investigate the complaint because of the difficulty in collecting evidence.

Even though the complaint is filed after the incident had taken place more than one year, the school may decide to conduct an investigation under special circumstances, e.g. when there is sufficient evidence, or when the nature of the complaint is serious and urgent.

## **4. Complaints with Insufficient Information**

If the complainant fails to provide sufficient information for an investigation, the school may decline to proceed with the complaint.

## **5. Ineligible Complaints**

- Complaints related to ongoing legal proceedings
- Complaints under the jurisdiction of other organisations/government departments
- Complaints governed by other ordinances or statutory regulations such as complaints against corruption, fraud or theft;
- Complaints lodged by school staff (If school receives any such complaints, it should be handled according to Po Leung Kuk's mechanism and guidelines for staff complaints)

## **Handling of Unreasonable Behaviors**

### **1. Unreasonable attitude or behavior**

Any unreasonable attitude or behaviour, including acts of violence, intimidation, and abusive/offensive conduct or language, whether performed face-to-face, by phone, or in writing are unacceptable. Staff may terminate meetings or conversations if the behaviour continues, and in emergencies, report the incident to authorities.

### **2. Unreasonable demands**

If a complainant makes unreasonable demands which have an adverse impact on the school, e.g. interrupting its operation/services or other stakeholders are affected by the unreasonable behaviour of the complainant, the school may consider suggesting to the complainant alternative communication methods by writing.

### **3. Unreasonable persistent complaints**

For complainants who repeatedly raise the same issues without new evidence, the school may decide to limit or cease contact. A formal response, reiterating that no further responses will be provided on the same complaint, may be sent to clarify the finality of the decision.

*The complaints procedure policy will be reviewed annually by the senior management team.*

## **References**

"Guidelines for Handling School Complaints (For Aided, Caput and Direct Subsidy Scheme Schools)." Education Bureau. October, 2023. Web. 1 August, 2025.

"Rules for IB World Schools." IBO. August, 2024. Web. 6 June, 2025.

"School Administration Guide." Education Bureau. June, 2025. Web. 1 August, 2025.

"The IB complaints procedure." IBO. November 2018. Web. 6 June, 2025.

