



Ho Fung College

(Sponsored by Sik Sik Yuen)

GUIDELINES FOR HANDLING SCHOOL COMPLAINTS

Flowchart of School Complaint Handling Procedures (1)

Handle inquiries, opinions or informal complaints

Person concerned accepts the result

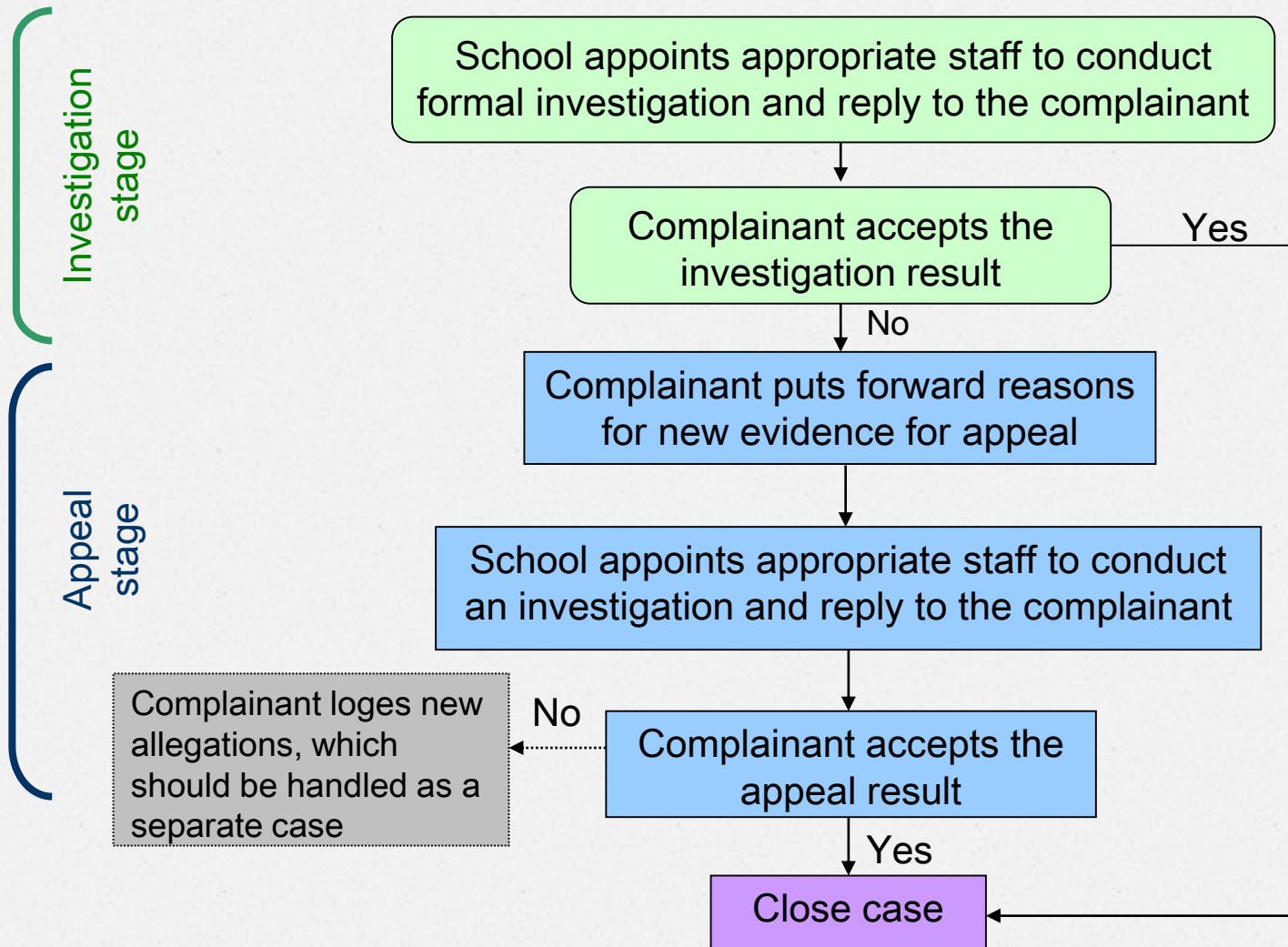
Yes

No formal investigation is needed

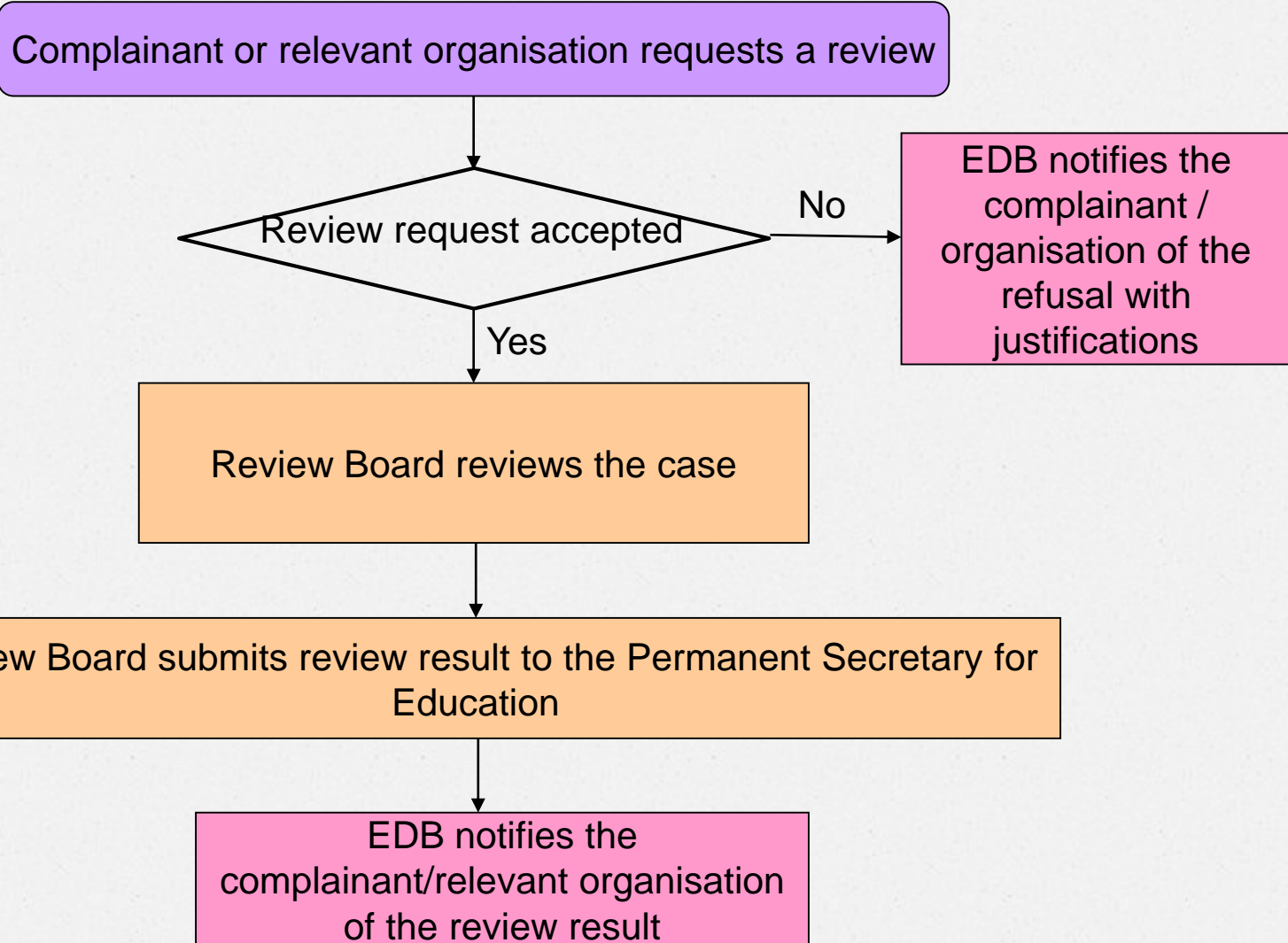
No

Person concerned lodges a formal complaint

Flowchart of School Complaint Handling Procedures (2)



Review Procedures



Designated staff for handling complaints

Targets involved	Investigation stage	Appeal stage
Teaching and non-teaching staff	Senior teacher	Vice Principal
	Vice Principal	Principal
	Principal	Supervisor
Principal	Supervisor of the Incorporated Management Committee (IMC)	Designated staff of the school sponsoring body [#]
	Investigation Task Force set up by the IMC*	Supervisor of the IMC/ IMC Appeal Task Force*
Supervisor of IMC or IMC	Designated staff of the school sponsoring body [#] / Task force	Designated staff of the school sponsoring body [#] / Task force