

Catholic Education Office Procedures for Handling Complaints

A. Guiding Principles for Handling Complaints

The Catholic Education Office (The CEO) embraces the core values of Family, Life, Love, Justice and Truth in providing high-quality Catholic education in Hong Kong. Our mission is to nurture the Catholic faith in Christ, share the message of the love of God, pass on the core values to inspire students to live a fruitful life and prepare them properly for future responsibilities.

To realize our mission, we are committed to building just and right relationships that recognize and respect the opinions of different stakeholders. The guiding principles for handling complaints are that we nourish a culture of communication to positively handle complaints and formulate reasonable and sensible procedures for handling them to enhance the effectiveness of governance.

In handling complaints, The CEO refers to the following expectations:

- a. Handle complaints by appropriate designated staff;
- b. Handle complaints in a timely and efficient manner;
- c. Maintain clear, transparent and effective procedures for handling complaints;
- d. Handle complaints fairly, impartially and positively.

B. Interpretation of Complaints

The CEO may have to handle inquiries, concerns, and complaints. For an inquiry, the staff can simply provide the information wanted by the inquirers and no further action or record is required. If an inquiry is referred or reported to The CEO by the media, The CEO will appoint a spokesperson (designated staff or the Episcopal Delegate for Education) to handle the inquiry so as to avoid giving confusing messages. He/She should provide appropriate responses or clarification to the public as soon as possible, and ensure that the information provided is clear, accurate and in line with requirements under the Personal Data (Privacy) Ordinance.

To avoid confusion in the handling process, the staff of The CEO should carefully differentiate between complaints and concerns. Complaints are different from concerns. A concern refers to the inquiry or opinion expressed by the stakeholders for the interests of themselves, their children, or the school, with a view to changing or improving the existing situation. **A complaint is an expression of disappointment, dissatisfaction, or grievance expressed by the complainant. They may demand the Catholic Education Office/Diocesan Schools to rectify its mistakes, take disciplinary action against the suspected offenders, or resolve the issue(s) raised in the complaint.** There is a need to differentiate between the two so that appropriate procedures to handle them can be taken.

In general, before a formal complaint is made, action can be taken to help resolve the problem by following the informal complaint handling procedures as depicted in Diagram 1.

C. Informal Complaint Handling Procedures

a. Immediate/prompt handling

Action will be taken to handle inquiries or complaints efficiently and appropriately, to remove misunderstandings, forestall crises and enhance the image of The CEO and the Diocesan School(s). The following actions will be taken:

1. On receiving an inquiry, opinion, or informal verbal complaint, the person to whom the complaint is being made should clearly distinguish its nature and take appropriate action. **The staff involved may handle the matter following the informal complaint handling procedures if:**
 - a. no investigation or evidence collection is required, or
 - b. the person concerned does not request a formal written reply.
2. The person to whom the complaint is being made should listen to the concerns of the inquirer/complainant with care and understanding. If the incident is not serious, they should provide the information required, promptly respond to the concerns raised by the inquirer/complainant and help resolve the problem(s).
3. The related staff should have a talk with the person(s) concerned to explain The CEO's/Schools' stance and remove any misunderstanding, misgivings, or worries of them.
4. The staff should settle the matter within **14 days** after receiving a complaint, not counting weekends or holidays. If the complaint is received during the holiday or the start of a holiday, the staff should inform the complainant that the matter would be taken care of when the office resumes. The staff must also inform an Assistant to the Episcopal Delegate for Education or the Episcopal Delegate for Education of the matter who will then decide how to proceed.
5. If the matter cannot be dealt with by the staff to whom the complaint is being addressed, the case should be referred to an Assistant to the Episcopal Delegate for Education or the Episcopal Delegate for Education for follow-up.

b. Replying to complaints

For verbal inquiries/opinions/complaints handled by the informal complaint handling procedures, oral replies will suffice; written replies are normally not required. Responsible staff are strongly advised to keep a log of the event in case there is a follow-up by the complainant.

For opinions/complaints which are presented in written form, the responsible staff must give a written reply to the person(s) concerned/complainant(s). The Episcopal Delegate for Education must be informed, and a copy of the letter must be filed in The CEO.

c. Complaint records

Cases handled by the informal complaint handling procedures normally need not be documented in formal written records. If an inquiry/complaint has been answered or resolved instantly, it is suggested that the designated staff or the Episcopal Delegate for Education record the key points in a logbook for future reference (Appendix I).

d. Appropriate follow-up

The CEO shall review periodically whether the policies or procedures regarding complaints have been

properly followed. Suggestions can be given to improve the handling of similar cases or prevent similar cases from recurring. If necessary, the responsible staff may brief the person(s) concerned on the follow-up actions that the person or school concerned has adopted and the results that follow.

e. Informal Complaint Handling Procedures Flowchart

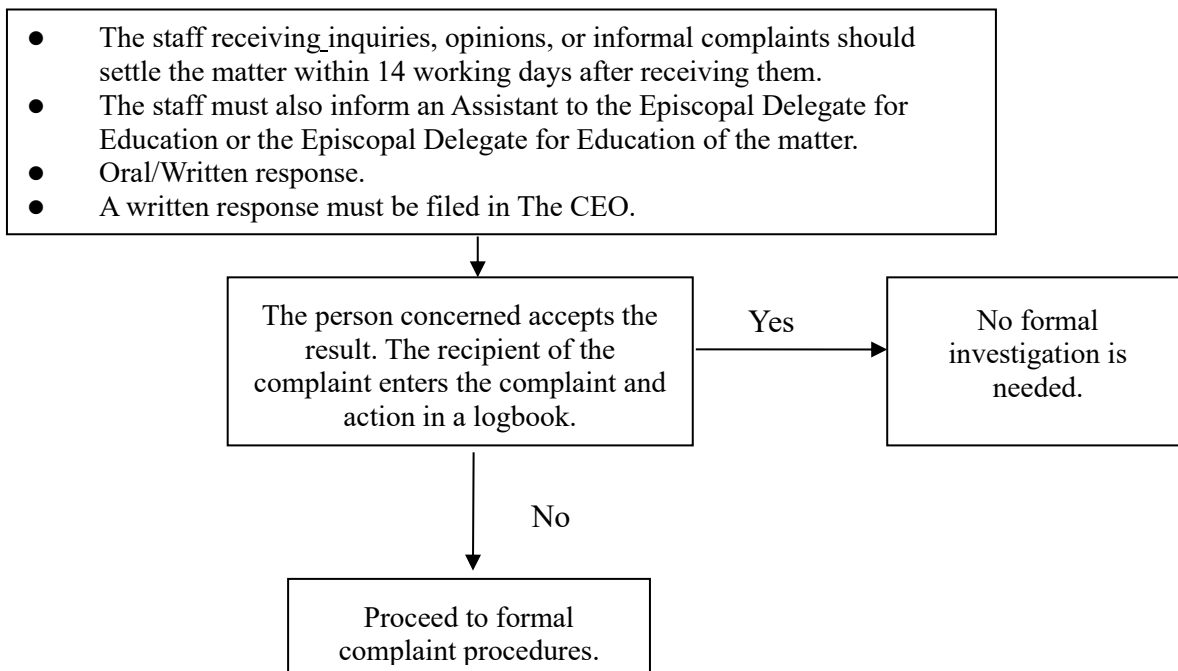


Diagram 1

D. Formal Complaint Investigation Procedures

a. Arrangements for the investigation and appeal stages

If the problem through the informal complaint handling procedures cannot be resolved, despite the efforts made, and the complainant does not accept The CEO’s response or the problem remains unresolved, the following formal complaint investigation procedures (including an appeal mechanism) should be initiated, as depicted in Diagram 2:

b. Investigation stage

If any formal complaints (including those referred by the EDB or other organization(s)) are received, they should be handled according to the following procedures:

1. Appropriate staff would be assigned by the Episcopal Delegate for Education to investigate the complaint and reply to the complainant. The actions are as follows:
 - a. handle and respond to complaints as soon as possible to prevent any uninviting situation from worsening;
 - b. acknowledge receipt of the complaint within **5** working days, seek the complainant’s consent to obtain his/her personal data and information relating to the complaint, and inform him/her of the name, post title, and phone number of the staff responsible for handling the case. See Acknowledgement Letter (Appendixes II and III);

- c. if necessary, contact the complainant, the person being complained, witnesses and other persons involved or arrange meetings to better grasp the situation or request them to provide relevant information;
- d. if meetings are arranged, explain the purposes of the meetings as well as the role and responsibility of the designated staff before/during the meetings;
- e. do not disclose the personal particulars of the complainant to the person being complained unless clear consent of the complainant has been obtained (Appendix IV);
- f. inform the person being complained of the details of the complaint and request him/her to make his/her statements for self-defence/ explanation accordingly;
- g. obtain consent from parents or guardians of young school children in advance if it is necessary to collect information and statements from them (Appendix IV);
- h. obtain the prior consent of all attendees if audio/video recording is required;
- i. make sure meeting notes are duly signed by all attendees for confirmation;
- j. handle the complaint as quickly as possible and at most within **one month** after receiving the complaint. A written reply must be sent to inform the complainant of the investigation result;
- k. if the complainant accepts the investigation result, conclude the case officially; and
- l. if the complainant does not accept the investigation result or the way The CEO handled the complaint and is able to provide new evidence or sufficient justification, he/she may lodge an appeal in writing against The CEO's decision within **14 days** from the date of its reply.

c. Appeal stage

The following are the procedures for dealing with appeal cases:

1. Appropriate staff of a higher rank than those responsible for the investigation stage, or staff from a different section, will be assigned by the Episcopal Delegate for Education to handle the appeal and reply to the complainant. The actions are as follows:
 - a. handle and resolve the appeal as quickly as possible and at most **one month** after receiving the request for appeal. A written reply must be sent to inform the complainant of the appeal result;
 - b. if the complainant accepts the appeal result, conclude the case officially;
 - c. if the complainant does not accept the appeal result or the way The CEO handled the appeal, The CEO shall cautiously review the appeal process to ensure that proper procedures have been followed;
 - d. after reviewing, if the proper procedures have been followed, The CEO will report it to the complainant and officially close the file;
 - e. after reviewing, if the proper procedures have not been followed, The CEO will revisit the case according to the proper procedures and report the result to the complainant;
2. If the complainant raises other new allegations within 14 days from the date of reply, these would be handled as a separate case.

d. Resolving conflict through mediation

When handling complaints, attention would be given to the nature of individual cases to consider whether adopting different means to resolve conflicts quickly is appropriate. This includes seeking mediation service from a mediator or inviting independent persons/professionals to provide impartial

views to assist the persons concerned (including the complainant(s) and the person(s)/organization (s) being complained against).

e. Responding to complaints/appeals

For a formal complaint, a written reply must be given. If the case is referred by the EDB/other organization (s), a copy of the written reply should be forwarded to them for reference.

Generally speaking, the time limit for replying to a complaint/appeal would start from the date on which it is received or when the complainant agrees to let The CEO access his/her personal data. If the information submitted is incomplete, the time limit should start from the date on which The CEO receives from the complainant the necessary information. If a reply cannot be given within the specified period, a written explanation must be given to the complainant so as to explain why a longer handling time is needed.

f. Complaint/appeal records

A record of cases handled by the formal complaint investigation procedures would be kept in The CEO. The **Complaint Record Form** (Appendix V) should be used. The Secretary of The CEO would keep all Complaint Records to store relevant information including correspondence, investigation reports, interview records, etc. Statistics of complaints and appeals lodged through either the informal or formal handling procedures would be kept for future reference.

g. Appropriate follow-up

At the end of the investigation/appeal stage, a review would be conducted to ensure that the complaint handling policies and procedures are appropriate and to suggest proper measures to improve the method of handling and prevent similar incidents from recurring. The staff in charge should inform the person(s)/school(s) concerned about The CEO's follow-up actions and the review's outcome.

h. Formal Complaint Handling Procedures Flowchart

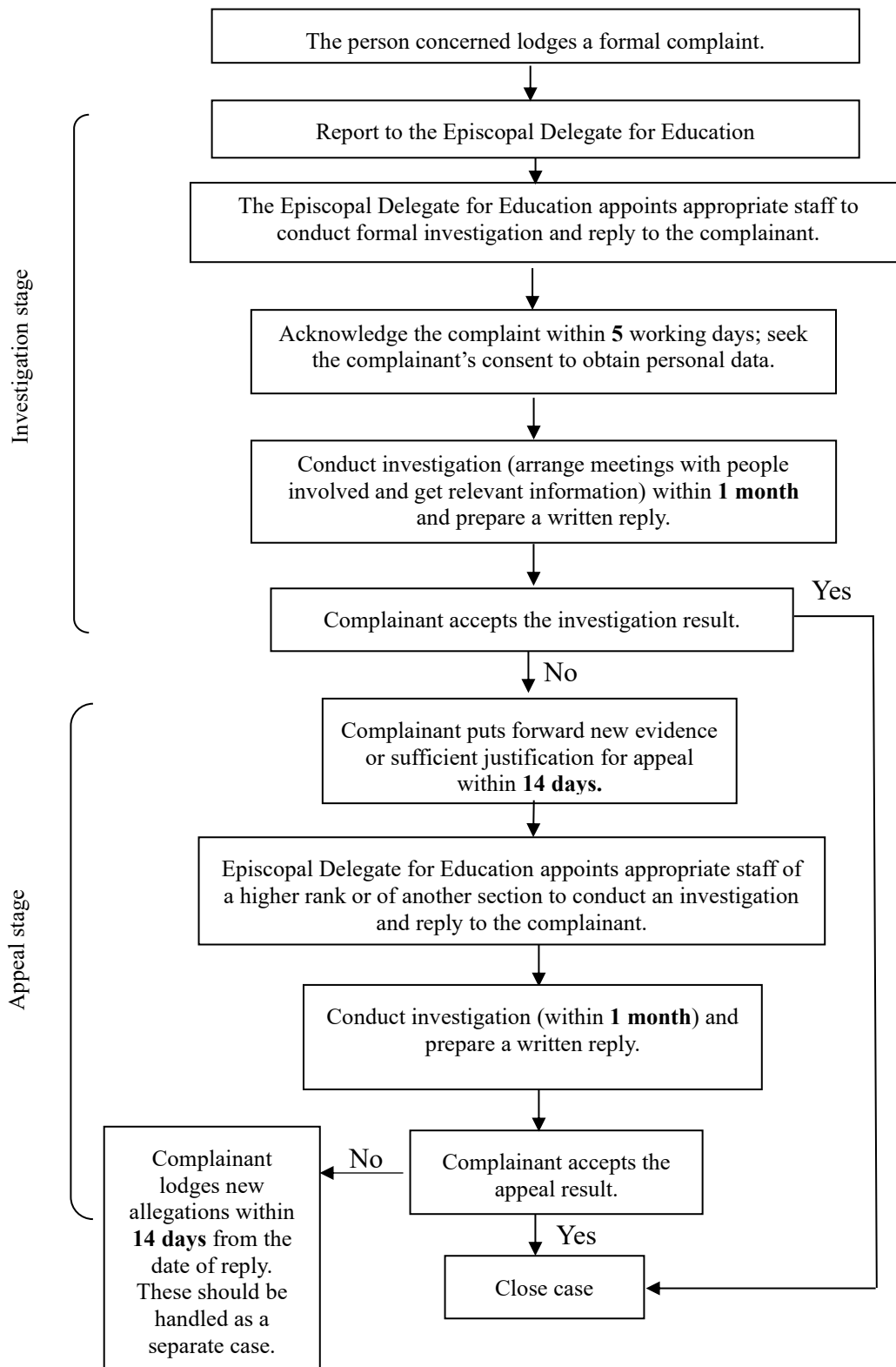


Diagram 2

E. Arrangements for Handling Complaints

a. Designated staff

Taking into account the nature of the complaint, its scope, and the people involved, designated staff would be assigned, or a task force set up to handle the complaint with reference to the following arrangements:

1. Staff members who are responsible for the appeal stage should be different from those responsible for the investigation stage. In principle, the staff dealing with the appeal should be of a higher rank than those responsible for the investigation. If this is not practicable, other arrangements, such as appointing staff of the same rank from another section, to ensure fair handling would be made.
2. The Diocese may establish a task force to handle special complaint cases where necessary. Depending on the situation, the task force may include the CEO's staff and Diocese representatives. To enhance credibility, independent persons such as priests, social workers, lawyers, and psychologists could be invited to join the task force to provide professional advice and support.
3. The appointed staff should be proactive in communicating with the inquirers/complainants, and prompt in providing responses as well as acquiring the information they need. The designated staff would be given authorization and instructions so that they can clearly understand the roles and responsibilities.
4. The deployment of staff for handling complaints at different stages is as follows:

The cases listed below would be handled by the schools concerned according to the school-based Enhanced School Complaint Management Arrangements.		
For example,		
Targets involved	Investigation Stage	Appeal Stage
Junior Staff of Diocesan Schools	Senior staff/Vice-Principal	Vice-Principal / Principal
Senior Staff of Diocesan Schools	Vice Principal / Principal	Principal / Supervisor
Vice Principal of Diocesan Schools	Principal	Supervisor
The cases listed below would be handled by the IMC or The CEO according to the Procedures for Handling Complaints.		
Targets involved	Investigation Stage	Appeal Stage
Principal of Diocesan Schools	IMC of the school concerned	IMC / Designated staff of the Catholic Education Office
Supervisor / IMC of Diocesan Schools	Designated staff of the Catholic Education Office / Episcopal Delegate for Education	Designated staff of the Catholic Education Office / Episcopal Delegate for Education / Task Force of Diocese
Administrative Staff of the Catholic Education Office	Designated staff of the Catholic Education Office	Episcopal Delegate for Education
Assistant to the Episcopal Delegate	Designated staff of the Catholic Education Office /	Episcopal Delegate for Education / Task Force of the

for Education	Episcopal Delegate for Education	Diocese
Episcopal Delegate for Education	Task Force of the Diocese	Bishop of Hong Kong

b. Confidentiality

All contents and information of complaints should be kept strictly confidential and restricted to internal reference or reference by relevant persons only. In this regard, staff receiving complaints and staff handling complaints have to sign the Form for Declaration of Confidentiality (Appendix VI).

When there is a need to collect personal data during the handling process or when The CEO receives requests for the disclosure of data/records in respect of the complaint case, regulations and recommendations laid down in the Personal Data (Privacy) Ordinance would be observed. This includes clearly stating the purpose and the form of collection of personal data, and that the data will only be used for handling the complaint or appeal cases. Details can be found in the Personal Data (Privacy) Ordinance (Cap. 486) and on the webpage of the Office of the Privacy Commissioner for Personal Data (<http://www.pcpd.org.hk/>).

Appropriate security measures would be adopted to protect personal data and privacy. Computer data must be protected by passwords. The use of portable data storage devices shall be tightly controlled. Where necessary, encrypted portable data storage devices shall be used.

Only authorized persons are allowed access to information relating to the case. The responsible persons shall not disclose or discuss in public any contents or information relating to the case without authorization.

Arrangements for interviews or meetings with relevant parties shall be incorporated into the complaint handling mechanism. To avoid misunderstanding, the following actions must be taken:

1. state clearly whether the person(s) concerned can be accompanied by others (e.g., relatives, legal representatives) during the interview/meeting and reiterate this stance before the interview/meeting starts; and
2. indicate before the interview/meeting starts whether audio/video recording is prohibited or whether the consent of all attendees must be obtained if the session is to be audio/video recorded. This stance shall be reiterated before the end of the interview/meeting.

c. Follow-up and evaluation

A comprehensive review of the strategies, process, and steps shall be done to ensure that benefits can be gained from past experiences and improvements can be made in handling cases so as to avoid similar cases from recurring.

Appropriate follow-up measures shall be taken to improve services or revise relevant policies for the enhancement of professional standards of services.

A regular review shall be done of the complaint handling policies and reported to the Episcopal Delegate for Education. Relevant data concerning complaint/appeal cases, and suggestions as necessary or improvement measures to enhance the complaint handling mechanism and procedures shall also be presented.

d. Support and training

Appropriate training to assist the staff of The CEO to effectively handle inquiries/complaints would be provided as necessary. These shall include communication, negotiation, and mediation skills, or arranging experience-sharing sessions for frontline/designated staff to enhance the capability of handling complaints and resolving conflicts.

F. Complaints That May Not Be Handled

The CEO may refuse to handle some types of complaints, and the complainant will be notified in writing of the reasons for refusal if the complaint is not acceded to. The CEO will file such a reply for the record. In general, The CEO may not handle the following types of complaints:

a. Anonymous complaints

1. Whether the complaint is made in written form or in person, the complainant should provide his/her name, correspondence/e-mail address, and/or contact phone number. If in doubt, The CEO may request the complainant to show his/her identity documents. 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 CEO may not handle it.
2. However, under special circumstances (e.g., when there is sufficient evidence or when the case is serious or urgent), The CEO may decide whether to follow up with an anonymous complaint, such as treating it as an internal reference, informing the subject of the complaint about the case, or taking appropriate remedial and improvement measures. If follow-up actions are considered unnecessary, The CEO will briefly state the reasons and file them for the record.

b. Complaints not made by the person concerned

1. 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 must obtain his/her prior written consent. If the case involves a student, then his/her parents/guardian, or the person authorized by the parents/guardian, may lodge a complaint on his/her behalf.
2. If a complaint is lodged by more than one person on behalf of the person concerned, The CEO may require the person concerned to appoint one of them as the contact person.
3. Sometimes a complaint is lodged on behalf of the person concerned or referred by other organizations/groups such as Legislative Councilors, District Councilors, trade unions, or the media. Since there is no current legislation that empowers any organization/group to complain on behalf of someone else, The CEO would not accept such kind of complaint. However, if the organization/group has obtained prior written authorization from the person concerned, The

CEO will handle the complaint in accordance with the prescribed procedures.

c. Complaints involving incidents that happened more than one year ago

1. Complaints related to the daily operation of the school should be lodged within one calendar year from the occurrence of the incident involved. If the incident involved had happened more than one year ago, 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 CEO will not be able to investigate the complaint because of the difficulty in collecting evidence.

d. Complaints with insufficient information

1. The CEO may require the complainant to provide concrete information regarding a case. If the complainant fails to provide further information as requested by The CEO to enable a proper or meaningful investigation, The CEO may consider not conducting an investigation and closing the case. However, to avoid misunderstanding, The CEO should provide a written reply to the complainant explaining clearly why the case was not handled by The CEO and file the reply for the record.

e. Complaints outside the authority of The CEO

1. The CEO does not handle complaints related to ongoing legal proceedings, complaints under the jurisdiction of other organizations/government departments, and complaints governed by ordinances or statutory regulations.

G. Handling of Unreasonable Behaviour

Appropriate communication and mediation are conducive to removing misunderstandings and enhancing mutual trust. The CEO welcomes complaints made on justifiable grounds. However, sometimes certain unreasonable behaviour of complainants may have a negative impact on The CEO, and the following measures are in place to handle this kind of unreasonable behaviour to ensure that the operation of The CEO shall not be affected.

a. Definition of unreasonable behaviour

Complainants' unreasonable behaviour can generally be classified into the following three types:

1. Unreasonable attitude or behaviour, such as:
 - ♦ acts of violence or intimidation;
 - ♦ making complaints with abusive language or in an insulting and discriminatory tone;
 - ♦ providing false data or deliberately concealing facts.
2. Unreasonable demands, such as:
 - ♦ requesting a huge amount of information or demanding special treatment;
 - ♦ making telephone calls incessantly to ask for a dialogue or an interview, or to command a certain staff member to reply;
 - ♦ commanding a certain staff member to meet at a specific time and place.
3. Unreasonable persistent complaints, such as:
 - ♦ insisting on rejecting the explanations and findings of The CEO/EDB, and/or requiring The CEO/EDB to discipline certain person(s), even after appropriate investigation

- procedures have been taken;
- ◆ in respect of the same case, repeatedly making the same complaints or presenting similar justifications as before without providing any new evidence;
- ◆ in respect of the same case, persistently bringing in new allegations or new complaint targets, but failing to present concrete evidence;
- ◆ interpreting things in an unreasonable or irrational manner, or wrangling over trivial details.

b. Actions to be taken

The following actions shall be taken to deal with the unreasonable behaviour of complainants:

1. Suitable staff member(s) shall be designated to ascertain whether a complainant's behaviour is unreasonable and decide what measures should be taken. This decision can be made by the Episcopal Delegate for Education. However, if the complaint is lodged against the Episcopal Delegate for Education, such decisions should be made by the Diocese.
2. The policy on unreasonable behaviour of complainants shall be integrated into the complaint handling mechanism.
3. While developing policies and measures to deal with the unreasonable behaviour of complainants, The CEO advises the following actions:

a. Unreasonable attitude or behaviour

- ◆ 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. The staff member handling the complaint should convey this message clearly to the complainant and demand that he/she stop acting in such a way. If the complainant refuses to comply after the warning, the staff member may terminate the meeting or conversation with him/her.
- ◆ Staff are reminded to stay alert and take suitable action to protect their own safety. They should always inform The CEO and be accompanied by at least one other member of staff. The staff members can, depending on the situation, terminate the interview or dialogue with the complainant and ask the complainant to leave, if his/her behaviour poses an immediate threat to the staff's personal safety or damages their personal interests. In an emergency or if it is deemed necessary, The CEO shall take appropriate and decisive action, by reporting to the police or taking legal action.

b. Unreasonable demands

- ◆ If a complainant makes unreasonable demands which have an adverse impact on The CEO, e.g. interrupting its operation/services or other stakeholders are affected by the unreasonable behaviour of the complainant, The CEO may consider putting restrictions on the complainant's contacts with The CEO, including specifying the time, frequency, date, duration and modes of communication (for example, requiring the complainant to make an appointment before visiting The CEO, submit his/her views in writing, or contact only with the staff designated by The CEO). The CEO will notify the complainant in writing of such arrangements and handling procedures.
- ◆ If the complainant's behaviour improves, The CEO may consider whether the restrictions should be lifted. If The CEO decides to keep the restrictions, it should

regularly review the conditions for imposing them.

c. Unreasonable persistent complaints

- ◆ In the event that The CEO examined the case carefully and handled it properly under the prescribed investigation and appeal procedures, and sent a detailed and unbiased written explanation regarding the outcome to the complainant, The CEO may decide whether to restrict or stop contact with the complainant and cease handling the case altogether.
- ◆ To avoid any unrealistic expectations on the part of the complainant, The CEO shall communicate with him/her in a firm manner that a final decision has been made regarding the case and that the decision is irreversible.
- ◆ In response to these complaints, a “Reply Card” shall be sent to the complainant, referring him/her to the replies previously given, and reiterating that The CEO will neither respond to the same complaint nor contact him/her again. (See Reply Card in Appendix VII).

H. Conclusion

a. Maintaining good communication

In addition to the complaint handling mechanism, we shall continue to maintain a close partnership with all stakeholders by enhancing communication with them. To enhance the standards of professional services, The CEO shall always assume an open attitude and listen to the views of the Diocese and stakeholders to identify room for improvement regarding the complaint handling mechanism and procedures.

(The Policy was adopted by the Catholic Education Office in its meeting on 4 November 2019, and updated by the CEO in its meeting on 17 April 2023.)

Logbook for Recording Informal Complaints

Date	Time	Informal Complaint (Key Points)	Name of the Complainant	Contact Information	Action Taken	The Complainant Accepts the Result (Please tick)	The Staff Who Handle the Complaint	Signature of the Staff	Document Attached (Yes/ No)

Appendix II

ACKNOWLEDGEMENT LETTER (1)

(For cases where complainants have provided their personal particulars and no referral is needed.)

DD MM YYYY

Name of the complainant

Address of the complainant

Dear Mr./Mrs./Ms. *XX:

Re: _____ (File No.: CEO _____)

We received your written/verbal* complaint on DD MM YYYY. The case is being investigated and a reply will be sent to you within one month.

In the meantime, if you have any further inquiries, please contact Mr./Mrs./Ms. X (Assistant to the Episcopal Delegate for Education) at 2881-6163.

Yours sincerely,

(Name of Staff)

(Post of the designated staff)

* Please delete as appropriate.

ACKNOWLEDGMENT LETTER (2)

(For cases where referral of the complaint to a third party (e.g. government departments or contractors of school services) is needed.)

DD MM YYYY

Name of the complainant

Address of the complainant

Dear Mr./Mrs./Ms. * XX:

Re: _____ (File No.: CEO _____)

We received your written/verbal* complaint dated DD MM YYYY. To facilitate our investigation and follow-up, please fill in the reply form attached and send it to us before DD MM YYYY. We will notify you of the outcome when the investigation is completed.

In the meantime, if you have any inquiries, please contact Mr./Mrs./Ms. X (Assistant to the Episcopal Delegate for Education) at 2881-6163.

Yours sincerely,

(Name of Staff)

(Post of the designated staff)

* Please delete as appropriate.

ACKNOWLEDGMENT LETTER (2)
REPLY FORM

Date:

To: **The Episcopal Delegate for Education**
Catholic Education Office (The CEO)

File No.: CEO ()

Name of the complainant:

Mr./Mrs./Ms. _____

[Please write the name as appears on the HK I.D. Card]

Correspondence Address

Email Address: _____

Telephone No.: _____

I understand that the personal information provided above will only be used for investigating the complaint I raised.

To assist The CEO in handling this complaint, I agree that:

1. The CEO may forward copies of the complaint and other information I present to relevant persons/organizations; and
2. The CEO may ask relevant persons/organizations for my personal details and other information related to this complaint.

Signature of the complainant

Item required to be completed.

Catholic Education Office

Date:

To: Catholic Education Office (The CEO)

File No.: CEO ()

Consent Form

This consent form is for assisting the CEO in handling a complaint. The designated staff member of the CEO has explained to me the arrangements concerned, and I fully understand my rights. By signing this form, I consent to:

Name: _____

Identity: Complainant

Parent/ Guardian of _____

Subject of Complaint

Others: (Please specify) _____

Signature: _____

**Catholic Education Office
COMPLAINT RECORD FORM (Part 1)**

(File No.: CEO _____)

Date received: _____

Source: Directly lodged to The CEO Referred by the EDB
 Referred by other organization(s): _____

Mode: Phone Letter Email Fax In person Others: _____

Personal information of the complainant:

Name: Mr./Mrs./Ms. _____

Identity: Parent Councillor Public

Organisation _____ Others _____

Authorised representative of the complainant (please state the name, address, and contact telephone number of the representative and his/her relation with the complainant):

Tel: _____ Fax: _____ Email: _____

Address: _____

Subject(s) of complaint:

IMC Supervisor Principal Teacher Staff Others: _____ of _____
(School/The CEO)

Areas of Complaint:

Management and Organization Learning and Teaching School Ethos and Student Support Student Performance Others _____

Summary of complaint:

(to be continued on next page)

COMPLAINT RECORD FORM (Part 2)

(File No.: CEO)

(A) Investigation stage

Person-in-charge _____ (Post: _____)

I hereby declare that to the best of my knowledge and belief on the date of carrying out my duty, I do not have any conflict of interest related to my duty of handling the complaint.

Signature: _____ (date: _____)

Issue of Acknowledgement Letter (date: _____)

Telephone contact with the complainant (date: _____)

Interview with the complainant (date: _____)

Issue of written reply (date: _____)

Summary of findings:

(B) Appeal stage (if applicable)

Date of appeal: _____

Person-in-charge: _____ (Post _____)

I hereby declare that to the best of my knowledge and belief on the date of carrying out my duty, I do not have any conflict of interest related to my duty of handling the complaint.

Signature: _____ (date: _____)

Issue of Acknowledgement Letter (date : _____)

Telephone contact with the complainant (date : _____)

Interview with the complainant (date: _____)

Issue of written reply (date: _____)

Summary of appeal result:

Follow-up actions or recommendations (if applicable)

I hereby declare that to the best of my knowledge and belief on the date of carrying out my duty, I do not have any conflict of interest related to my duty of handling the complaint.

Signature of the Designated Staff of The CEO/Diocese: _____

Name: _____ Post: _____

Date: _____

Catholic Education Office

Date: _____

Form for Declaration of Confidentiality in Handling Complaints

To: The Episcopal Delegate for Education/ Bishop of Hong Kong*

I hereby signify in writing to observe strict confidentiality in relation to my duties of receiving and handling complaints. I am aware of my obligation to respect confidentiality, and I know that I am obligated NOT to communicate or disclose, directly or indirectly, without prior approval from the Episcopal Delegate for Education/ Bishop of Hong Kong, any confidential information or documents that are revealed to me or that I have discovered in handling complaints. I will keep all contents and information of complaints strictly confidential and restricted to internal reference or reference by relevant persons only.

Signature: _____

Name: _____

Post: _____

*Please delete as appropriate.

REPLY CARD

DD MM YYYY

Name of the complainant:

Address of the complainant:

Dear Mr./Mrs./Ms. * XX:

Re: _____ **(File No.: CEO)**

We received your written/verbal* complaint dated DD MM YYYY.

We shall like to reiterate that the case has been investigated under the set of procedures established by The CEO and in line with the policy of the EDB. Our findings and stance on the issue have been detailed in our reply/replies dated DD MM YYYY (and dates of other replies [if applicable]).

Please note that the case is now closed, and we shall not respond to the same complaint nor contact you again regarding the said complaint.

Thank you.

Yours sincerely,

(Name of Staff)

(Post of the designated staff)

* Please delete as appropriate.