

HKUGA Primary School

Guidelines for Handling School Complaints (Staff)

1. Objectives

The school management of HKUGA Primary School (the School) aims to maintain an open, transparent and fair policy in its daily operation. Should members of staff feel that they have been treated unfairly, or they wish to express their dissatisfaction, they can do so through the following steps.

We are committed to being responsive to the needs and concerns of our stakeholders and to resolving their complaints in an efficient, effective and professional manner. This Policy provides a fair, consistent and efficient approach for the handling of complaints in the School. We take reasonable steps to actively protect personal information from all complainants.

2. Procedures

- 2.1 The complainant should in the first instance mention the nature of the complaint to his/her team leader or immediate supervisor. If the complaint is against the immediate team leader, then a staff member of the next higher rank should be informed.
- 2.2 Depending on the degree of seriousness of the complaint, the team leader may handle the situation on his/her own or he/she may consult the senior management (Vice-Principal) and the Principal before taking any action.
- 2.3 Complaints of sexual harassment can be classified as formal or informal, depending on whether an investigation is warranted. Detailed procedures on how to handle sexual harassment can be found in a separate document entitled Policy for Preventing Sexual Harassment in School.
- 2.4 Whenever possible, the complaint should be settled at the lowest level. If it cannot be settled, or the complainant is not satisfied with the solution, then it will go to the next level of management. The complainant would not go to the Principal directly, unless the situation is extremely serious or life-threatening.
- 2.5 The School will keep a record of all actions taken, including all interviews and investigation reports.

- 2.6 At the end of the investigation, the complainant will be provided with a formal reply, stating the outcome.
- 2.7 The Principal, together with the senior management, will make the final judgement of the complaint. In the very rare event that the complainant is not satisfied with the outcome, then the complainant can report the case to the Incorporated Management Committee (IMC)
- 2.8 If the complaint is against the Principal, then the complainant can bring it to the School Supervisor and the IMC.
- 2.9 To protect the privacy of both the complainant and the person against whom the complaint is brought, confidentiality should be maintained. That is, while the investigation is being carried out, neither the complainant, nor the person against whom the complaint is brought, nor the team leaders conducting the investigation, should divulge any information to anyone who does not need to know about the case.

Approved by IMC on 22 Jan 2016

Reviewed by GRSC of IMC on 12 Feb 2025