



Guidelines for Handling School Complaints (Simplified Version)

學校處理投訴指引(簡明版本)

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Forward

前言

Complaints should be handled with a positive and professional attitude, demonstrating patience, empathy, and respect. Schools should aim to provide timely and appropriate responses, ensuring clear communication throughout the process. If a complaint arises from a misunderstanding or insufficient communication, the school should take the initiative to provide a full and sincere explanation to the complainant, with the goal of resolving doubts and fostering mutual understanding. The complaint handling process should reflect principles of fairness, transparency, and a commitment to continuous improvement, in line with the Education Bureau's guidelines.

投訴應以積極和專業的態度處理，展現耐心、同理心及尊重。學校應在整個處理過程中保持清晰溝通，並在適當的時間內作出合時和合適的回應。若投訴源於誤會或溝通不足，學校應主動向投訴人作出全面和真誠的解釋，以釋除疑慮，促進相互理解。投訴處理過程應遵循公平、公正和透明的原則，並致力於持續改進，符合教育局的相關指引精神。

Chapter I Guiding Principles for Handling Complaints

第一章 處理投訴原則

Handling of complaints by the appropriate party/parties

分類處理投訴

1. Complaints about the daily operation and internal affairs of schools (refer to Appendix 1)

與學校日常運作及內部事務有關的投訴（見附件一）。

2. If a complaint involves both our school and the EDB, it should be handled by both parties.

如投訴同時涉及學校及教育局負責的範疇，應交由有關學校及教育局相關科組協調跟進處理。

School may consider not handling the following types of complaints

學校可以考慮不受理下列類別的投訴

3. Anonymous complaints

匿名投訴

- i. Should the complainant fail or refuse to provide personal details, including his / her name and the correspondence, thus rendering it impossible for the school to investigate and reply to the complainant, the school may deem the complaint anonymous and not handle it.

如投訴人未能或拒絕提供上述個人資料，以致校方無法查證投訴事項及作出書面回覆，會視作匿名投訴，校方可以考慮不受理有關投訴。

- ii. However, under special circumstances (eg. When there is sufficient evidence or when the case is serious or urgent), the Principal will decide whether to follow up with an anonymous complaint, such as treating it as 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 responsible staff should briefly state the reasons on the record form and put it on file for record.

在特殊情況下（例如已掌握充分證據，或投訴涉及嚴重或緊急的事件），學校的中/高層人員可決定是否需要跟進匿名投訴，或作為內部參考及讓被投訴人知悉投訴內容，從而作出適當補救及改善措施。如決定無需跟進，校方亦應簡列原因，並存檔記錄。

4. Complaints not made by the person concerned
並非由當事人親自提出的投訴

- i. 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.

其他人士須事先獲得當事人的書面授權，方可代表當事人提出投訴。與學生（包括未成年人士及智障人士）有關的投訴，可由家長／監護人，或獲家長／監護人授權的人士代表當事人提出。

- ii. 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.

如投訴由多於一位人士代表當事人提出，校方可要求當事人指定一位代表作為聯絡人。

5. Complaints with insufficient information
資料不全的投訴

Our school may require the complainant to provide sufficient information. If the complainant fails to provide further information as requested by our school to enable a proper or meaningful investigation, schools may consider not to conduct investigation and close the case. However, to avoid misunderstanding, the school should provide a written reply to the complainant explaining clearly why the case was not handled by our school.

校方可要求投訴人就個案提供充分資料。如投訴人未能提供足夠資料，以致校方不能進行有成效的調查，校方可以考慮不展開調查及終止有關個案。然而，校方應以書面回覆投訴人，清楚解釋不處理有關投訴的原因，以避免引起誤會。

Complaints not to be handled by school

學校不受理下列類別的投訴

6. The EDB should handle those complaints concerning the Education Ordinance, education policies and services. Complaints related to suspected breaches of other legislations of Hong Kong should be lodged to and handled by the relevant law enforcement agencies (e.g. the ICAC, Hong Kong Police Force).

與《教育條例》、教育政策或教育局直接提供的服務有關的投訴應由教育局負責處理；涉及可能觸犯香港法例的投訴，應向相關執法部門／機構（例如廉政公署、警務處）提出，並由有關部門／機構負責處理。

Designated staff

專責人員

7. Taking into account the nature of the complaint, its scope and the people involved, we may assign designated staff or set up a task force to handle the complaint.

因應投訴個案的性質、涉及對象和牽連程度，學校可參照以下安排，委任專責人員或成立專責小組負責處理投訴。

8. 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, schools should make other arrangements, such as appointing staff from another department, to ensure fair handling.

負責調查及上訴階段的人員應有所不同，原則上負責上訴階段人員的職級應較高。若實際情況不容許，學校應另作安排，例如委派另一組別的人員再作調查，以確保處理公正。

9. Concerning the deployment of staff for handling complaints at different stages, schools may refer to the examples in the table below:

關於處理學校投訴各個階段負責人員的安排，可參考下表的例子：

Targets involved 涉及對象	Example 例	Designated Staff 專責人員	
		Investigation stage 調查階段	Appeal stage 上訴階段
Teaching and school staff 教職員	1	Senior teacher 主任	Vice Principal 副校長
	2	Vice Principal 副校長	Principal 校長
	3	Principal 校長	Supervisor 校監
Principal 校長	1	Supervisor 校監	Designated staff of school sponsoring body [#] 辦學團體專責人員 [#]
	2	SMC Investigation Task Force* 校董會調查小組*	Supervisor / SMC Appeal Task Force* 校監/校董會上訴小組*
Supervisor / SMC 校監 / 校董會		Designated staff of school sponsoring body [#] / Task force 辦學團體專責人員 [#] /專責小組	Designated staff of school sponsoring body [#] / Task force 辦學團體專責人員 [#] /專責小組

*If a complaint involves the Principal, the SMC investigation/appeal task force may include independent persons/managers.

[#] Designated staff could be the staff or the person in charge of the education office of the school sponsoring body.

*如投訴涉及校長，校董會調查 / 上訴小組成員可包括獨立人士/ 校董。

[#]辦學團體專責人員可由學務部人員或主管出任。

Timely and efficient handling

即時迅速處理

10. Upon receipt of an enquiry / a complaint, the frontline staff should either directly handle it or immediately refer it to the Assistant Parent Engagement Manager for action. If the responsible staff cannot resolve the problem, they should seek help from their seniors.

所有查詢、意見或投訴，不論以口頭或書面提出，學校必須從速處理，及早回覆，以免情況惡化。前線人員接獲查詢/投訴後，應直接處理或立即交由專責人員/小組從速處理。如有關負責人員未能解決問題，應向上級負責人員尋求協助。

11. If an incident is referred or reported to the school(s) by the media, the we would adopt the following measures:

如事件經由媒體轉介或報道，校方應採取下列措施：

- i. appoint a spokesman (e.g. the vice-principal) to handle enquiries from the public/the media so as to avoid giving confusing messages.

指派專責發言人（例如副校長），負責處理公眾或媒體的查詢，避免出現訊息混亂的情況。

- ii. provide appropriate responses or clarification to the public as soon as possible (within one or two working days), including information about actions taken or preliminary investigation results, and ensure that the information provided is clear, accurate and in line with requirements under the Personal Data (Privacy) Ordinance.

盡快（一至兩個工作天內）向公眾作出適當的回應或澄清，包括交代已採取的行動或初步的調查結果，並確保所發布的資料清晰正確及符合《個人資料（私隱）條例》的相關規定。

- iii. inform all teaching and non-teaching staff, students and parents of the progress of the case as far as possible; observe whether students and staff have been emotionally affected by the incident; and provide them with appropriate counselling where necessary.

盡可能讓所有教職員、學生及家長知悉事件的發展，並留意事件是否影響學生或教職員的情緒。如有需要，應予以適當輔導。

Clear and transparent mechanism

機制清晰透明

12. We would prepare guidelines for stakeholders on the relevant policies, procedures and responsible staff for handling complaints. We may make parents and staff fully aware of the details of the procedures through different channels, e.g. school websites, circulars, student handbooks, staff meetings, parent-teacher meetings, seminars and school events.

學校應擬備指引，向持份者清晰交代有關處理投訴的政策、程序及負責人員。校方可透過各種公開渠道，例如學校網頁、家長通告、學生手冊、教職員會議、家長教師聚會、講座及活動等，讓所有家長和教職員清楚知悉有關程序的內容。

13. We would regularly review our complaint handling policies and guidelines by consulting our staff and parents, and revise the handling procedures whenever necessary.

學校應定期檢討有關處理投訴的政策及指引，徵詢教師和家長的意見，並在有需要時更新有關的處理程序。

Fair and impartial handling

處事公平公正

14. We would approach complaints positively and treat the complainants and the subjects of the complaints fairly. We would ensure that sufficient appeal channels are provided and consider inviting independent persons to participate in the complaint / appeal handling process, if necessary.

學校應以正面態度面對投訴，公平地對待投訴人和被投訴的人士。校方須提供足夠的上訴渠道，在有需要時，可以考慮邀請獨立人士參與處理投訴/上訴工作。

15. Before an investigation begins or where appropriate, the Assistant Parent Engagement Manager should declare interests. If there is any conflict of interest, the persons concerned should not be involved in handling the case or have access to information relating to it.

在展開調查工作前或在適當的情況下，專責人員及相關人士均須向校方申報利益。如出現利益衝突的情況，有關人士必須避嫌，不應參與處理有關個案及接觸任何與個案有關的資料。

16. To avoid conflict of interest, any staff member who is the subject of the complaint should not be involved in handling the case, supervising the investigation, or signing and issuing letters to the complainant.

為避免利益衝突，任何被投訴的人員均不應參與或監督調查工作，或簽署任何給予投訴人的信件。

17. We would see to it that the rights of the complainants or other persons involved in the complaint are being protected and that their future communication and contact with the school would not be affected.

學校應確保有關投訴不會影響投訴人或其他相關人士的權益及日後與學校的溝通和聯繫。

Confidentiality

資料保密

18. The regulations and recommendations laid down in the Personal Data (Privacy) Ordinance 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.

學校在處理投訴時須遵守《個人資料（私隱）條例》的有關規定及建議，包括清晰說明收集個人資料的目的及方式，及有關資料只用於處理投訴或上訴個案。

19. We would adopt appropriate security measures to protect personal data and privacy, such as keeping the data in safe places (e.g. cabinets under lock and key). Computer data should be protected by passwords. Use of portable data storage devices should be tightly controlled. Where necessary, encrypted portable data storage devices should be used.

學校應採取適當的保安措施，以保障個人資料及私隱，例如將資料妥善存放在安全地方（例如上鎖的檔櫃）。電腦資料須以密碼保護，嚴格規限使用可攜式貯存裝置，如有實際需要，可使用具備加密功能的可攜式貯存裝置。

20. We would establish procedures to ensure that only authorised persons are allowed access to information relating to the case. The responsible persons should not disclose or discuss in public any contents or information relating to the case without authorisation.

學校應訂立程序，確保只有獲授權負責人員才可查閱有關資料。在未獲授權的情況下，負責人員不得披露亦不應公開談論有關個案的內容及資料。

21. Schools can incorporate the arrangements for interviews or meetings with relevant parties into our School-based complaint handling mechanism. To avoid misunderstanding, we would:

如學校就處理投訴個案需要與投訴人士進行會面或會議，校方可在校本機制內訂明與相關人士進行會面或會議的安排。為免產生誤會，校方應：

- i. 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;

在作出會面/會議安排時，清楚申明當事人可否由其他人士（例如親友、法律代表）陪同出席，並在會面/會議開始前，重申有關立場；

- ii. 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 should be reiterated before the end of the interview / meeting; and

在會面/會議開始前，聲明是否禁止錄音/錄影，或是否須徵得所有與會人士的同意，方可進行錄音/錄影；並在會面/會議結束前重申有關立場；及

- iii. remind the complainant during the interview/meeting that both parties should observe and comply with the Data Protection Principles stated in Schedule 1 of the Personal Data (Privacy) Ordinance (Cap. 486) and be cautious of any unauthorised disclosure of personal data or other information of a third party.

在會面/會議過程中，應提醒投訴人雙方均須遵從《個人資料(私隱)條例》(第 486 章)附表一所載的保障資料原則，慎防在對話中未經授權而洩漏了第三者的個人或其他資料。

Responding to complaints/appeals

回覆投訴/上訴

- 22. If the complaint or appeal is in written form, we would respond with a written reply. If the complaint or appeal is made verbally, the responsible staff may decide whether to respond orally or in writing. If the case is referred by the EDB / other organisation(s), a copy of the written reply should be forwarded to them for reference.

如投訴或上訴以書面提出，校方應以書面回覆投訴人；如投訴或上訴以口頭提出，負責人員可視乎個案情況，決定以口頭或書面回覆；如個案由教育局/其他機構轉介，覆函應抄送予教育局/有關機構備考。

- 23. Generally speaking, the time limit for replying to a complaint / appeal should start from the date on which it is received or when the complainant agrees to let the school have access to his / her personal data. If the information submitted is incomplete, the time limit should start from the date on which the school receives from the complainant the necessary information. If a reply cannot be given within the specified period, we would explain to the complainant in writing why a longer handling time is needed.

一般來說，回覆時限應由收到投訴或投訴人同意校方索取其個人資料之日起計。如因資料不全，校方須要求投訴人補充資料，回覆時限應在校方收到所需資料的日期起計。如未能在指定時限內回覆，校方應向投訴人發出臨時覆函，交代需要較長時間處理有關投訴/上訴的原因，以及在可行情況下，提供可作出具體回覆的時間。

Resolving conflict through mediation

調解紛爭

- 24. When handling complaints, we may, having regard to the nature of individual cases, consider whether it is appropriate to adopt different means to resolve conflicts quickly. This includes seeking mediation service from a mediator, or inviting independent persons/professionals to provide impartial views to assist the persons concerned (including the

complainants and the persons / organisations being complained against).

在處理投訴過程中，校方可因應個案性質，考慮是否適宜採取不同方式，例如尋求調解員協助調解，或邀請獨立／專業人士，以持平的態度，提供意見，協助當事人（包括投訴人及被投訴人／組織），盡早找出解決方案，化解糾紛。

Complaint/appeal records

投訴/上訴紀錄

25. We would keep a clear record of cases handled by the formal complaint investigation procedures. We would establish a complaint record management system to store relevant information (including correspondences, investigation reports and interview records). In addition, schools keep statistics of complaints and appeals lodged through either the informal or formal handling procedures for future reference.

經正式調查投訴程序處理的個案，學校應保存清楚記錄。學校已建立投訴檔案管理系統，以保存有關資料（包括來往書函、調查報告及會面記錄等）。此外，學校亦儲存經簡易處理程序及正式調查程序處理的投訴及上訴個案統計數據，以作日後參考。

Appropriate follow-up

適當跟進

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

調查/上訴階段結束後，學校應檢討有關方面的政策及處理方式是否恰當，並建議適當的措施，改善處理的方法及防止同類事件再發生。負責人員亦應通知當事人校方的跟進行動及檢討結果。

Chapter II Procedures for Handling Complaints

第二章 處理投訴程序

Interpretation of Complaints

投訴釋義

1. Carefully differentiate between concerns and complaints. 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. A complaint is an expression of disappointment, dissatisfaction or grievance expressed by the complainants. They may demand the school to rectify its mistakes, take disciplinary action against the suspected offenders, or resolve the issue(s) raised in the complaint.

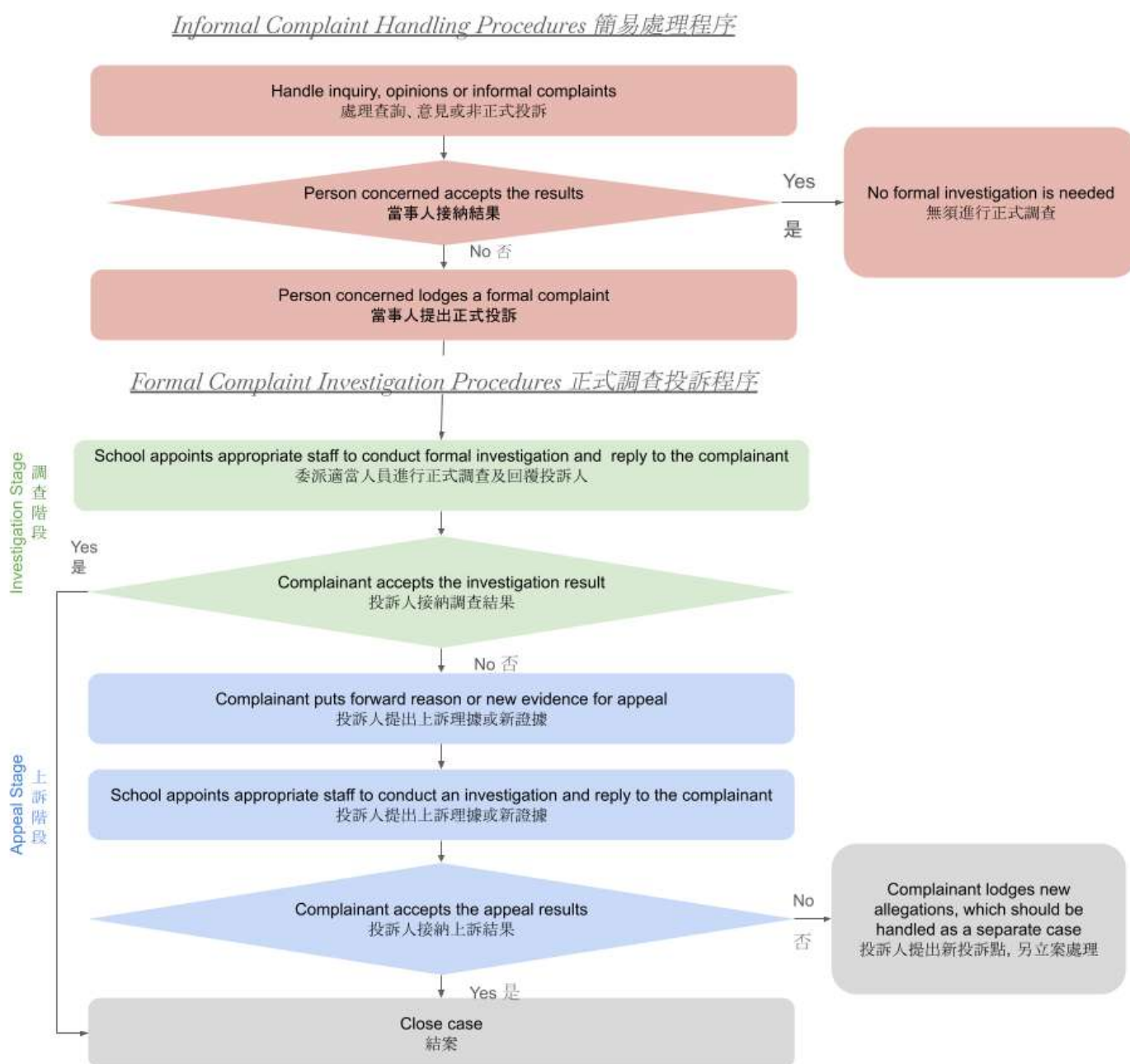
學校前線人員應小心界定何謂關注，何謂投訴。關注是查詢人基於關心自己/子女或學校的利益，向校方提出查詢或表達意見，希望現況有所改變或改善。投訴是投訴人表達失望、不滿或怨憤，他們可能要求校方糾正失誤之處、懲處涉嫌違規者或尋求方法解決投訴涉及的問題。負責人員須避免混淆二者，以決定採取適當的程序處理。

2. 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 informal complaint handling procedures. Please refer to Diagram 1 for the flowchart of complaint handling procedures in schools.

除非有關人士指明提出正式投訴，在一般情況下，負責人員可先透過簡易處理程序，即時或盡快為有關人士提供協助或解決問題。學校處理投訴的流程見圖一。

Diagram 1: Flowchart of School Complaint Handling Procedures

圖一：學校處理投訴的流程



Informal Complaint Handling Procedures

簡易處理程序

3. If we receive an enquiry, opinion or informal complaint from the public, whether verbal or written, the frontline staff should clearly distinguish its nature and take appropriate action. In general, if the case does not require an investigation involving evidence collection, or the person concerned does not request a formal written reply, the frontline staff may handle the matter following the informal complaint handling procedures of the school.

學校如接獲公眾查詢、意見或非正式投訴，不論以口頭或書面形式提出，前線員工應辨別事件的性質及採取相應措施。一般來說，如有關事件毋須蒐證調查或當事人沒有要求正式書面回覆，前線員工可按照學校既定的簡易程序處理。

4. The frontline staff should listen to the concerns of the enquirer/complainant with care and understanding. If the incident is not serious, we should provide whatever assistance or information required or promptly respond to the concerns raised by the enquirer / complainant and help resolve the problems involved.

前線員工應細心聆聽及理解查詢/投訴人的訴求，如事件輕微，應盡可能提供所需協助或資料，或盡快就查詢/投訴人所關注的事項作出回應及協助解決有關問題。

5. If necessary, the school staff in charge of the relevant issue should have direct talks or interviews with the person(s) concerned to explain the schools' stance and remove any misunderstanding, misgivings or worries of them.

如有需要，應安排負責有關事務的教職員與當事人直接對話或會面，交代學校的立場，澄清誤會，釋除疑慮或解開心結。

6. The school should make an initial response in a prompt manner within 2 working days.

校方可按本身情況考慮設定初步回應時限，例如不超過兩個工作天。

7. If necessary, the frontline staff should refer the case to a designated staff as Case-In-Charge for prompt follow up actions and resolutions. The principal may decide whether to take up the handling of the case, depending on the situation of the school and the nature of the case.

如有需要，前線員工應將個案轉交校內專責人員或較高級人員處理，務求盡快跟進及解決問題。視乎個別學校情況及個案性質，校長可決定是否直接介入處理。

Formal Complaint Investigation Procedures

正式調查投訴程序

8. Investigation stage

調查階段

- i. in accordance with the School-based Mechanism, assign appropriate staff to investigate the complaint and reply to the complainant;

根據校本機制，委派適當人員負責調查及回覆投訴人；

- ii. acknowledge receipt of the complaint, 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 for contact purposes.

發出通知書，確認收到有關投訴及徵求投訴人同意校方索取其個人及/或與投訴有關的資料，並知會負責處理投訴人員的姓名、職銜及電話，以便聯絡。

- iii. take immediate measures to preserve all records related to the complaint case, including text files, images, and / or audio recordings (if any), as evidence. The school must comply with the provisions of the Personal Data (Privacy) Ordinance when collecting, holding, processing, or using personal data;

即時採取措施保存所有與投訴個案相關的記錄，包括文本檔案、影像及/或聲音記錄等（如有），以作佐證。學校在收集、持有、處理或使用個人資料時，必須遵守《個人資料（私隱）條例》的規定。

- iv. if necessary, contact the complainant and other persons involved or arrange meetings with them in order to have a better grasp of the situation or request them to provide relevant information;

如有需要，聯絡或約見投訴人及其他相關人士，深入瞭解事件情況或要求他們提供相關資料；

- v. handle the complaint as quickly as possible (the investigation within two months after receiving the complaint), and send a written reply to inform the complainant of the investigation result;

盡快處理有關投訴（建議在接獲投訴起計兩個月內完成調查），並以書面回覆投訴人調查結果；

- vi. if the complainant accepts the investigation result, conclude the case officially; and

如投訴人接納調查結果，投訴可以正式結案；及

- vii. 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, he/she may lodge an appeal in writing against the school's decision within 14 days from the date of its reply.

如投訴人不接納調查結果或校方的處理方式，並能提供新證據或足夠理據，可在學校的覆函發出日期起計十四天內，向校方書面提出上訴要求。

9. Appeal stage

上訴階段

- i. acknowledge receipt of the appeal;

發出通知書，確認收到有關上訴要求；

- ii. in accordance with the School-based Mechanism, assign appropriate staff of a higher rank than those responsible for the investigation stage, or staff from a different section, to handle the appeal and reply to the complainant;

根據校本機制，委派適當人員（較負責調查階段的人員更高職級或另一組別的人員）負責處理上訴個案及回覆投訴人。

- iii. handle and resolve the appeal as quickly as possible (the investigation should be completed within two months after receiving the request for appeal), and send a written reply to inform the complainant of the appeal result;

盡快處理有關上訴個案（建議在接獲上訴要求起計兩個月內完成上訴調查），並就上訴結果以書面回覆投訴人；

- iv. if the complainant accepts the appeal result, conclude the case officially;

如投訴人接納上訴結果，可以正式結案；

- v. if the complainant does not accept the appeal result or the way the school handled the appeal, the school should cautiously review the appeal process to ensure that proper procedures have been followed; and

如投訴人仍不滿上訴結果或校方處理上訴的方式，校方必須再審慎檢視有關處理過程，確保已採取恰當的程序；及

- vi. If the complainant raises other new allegations, our school would handle them separately in order to avoid mixing up the old complaints with the new ones.

如投訴人提出新的投訴事項，校方應另立案處理，以避免新舊投訴糾纏。

Chapter III Handling of Unreasonable Behaviour

第三章 處理不合理行為

Definition of unreasonable behaviour

不合理行為定義

1. Unreasonable attitude or behaviour, such as:

不合理的態度或行為，例如：

- i. Acts of violence or intimidation

行使暴力或作出威脅恐嚇行為

- ii. Making complaints with abusive language or in an insulting and discriminatory tone

以粗言穢語或帶侮辱歧視性的語氣作出投訴

- iii. Providing false data or deliberately concealing facts

提供虛假失實資料或蓄意瞞騙事實

2. Unreasonable demands, such as:

不合理的要求，例如：

- i. Requesting a huge amount of information or demanding special treatment

要求大量資料或特別待遇

- ii. Making telephone calls incessantly to ask for a dialogue or an interview, or to command a certain staff member to reply

不停致電要求對話或會面或指定要某些人員回覆

- iii. Commanding a certain staff member to meet at a specific time and place

指定與某些人員於某些時間、地點會面

3. Unreasonable persistent complaints, such as:

不合理的持續投訴，例如：

- i. Insisting on rejecting the explanations and findings of the school / EDB, and / or requiring the school / EDB to discipline certain person(s), even after appropriate investigation procedures have been taken

雖經恰當程序調查後，仍堅持不接受學校/教育局的解釋及調查結果，及/或堅持要求學校/教育局懲處某些人員
- ii. In respect of the same case, repeatedly making the same complaints or presenting similar justifications as before without providing any new evidence

就相同個案，不斷重複提出相同投訴或提出一些與之前相若的理據，但未能提出新證據
- iii. In respect of the same case, persistently bringing in new allegations or new complaint targets, but failing to present concrete evidence

就相同個案，不斷提出新投訴事項或對象，但未能提出具體證據
- iv. Interpreting things in an unreasonable or irrational manner, or wrangling over trivial details

以不合理或不理性的態度理解事件或在瑣碎細節上糾纏

Handling of unreasonable behaviours

處理不合理行為

1. To deal with unreasonable behaviour of complainants, we will adopt the following arrangement:

學校制訂處理投訴人各種不合理行為的政策及措施時，可考慮下列建議：

A. Unreasonable attitude or behaviour

不合理的態度或行為

- i. 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 the complainant stops acting in such a way or otherwise the meeting or conversation may be terminated. If the complainant refuses to comply after the warning, the staff member may terminate the meeting or conversation with the complainant.

任何不合理的態度或行為，包括暴力、威嚇、粗言穢語及帶攻擊或侮辱性的行為或語言，無論是親身或經由電話/書面表達，均不能接受。處理人員應對投訴人表明不接受不合理的態度行為，並要求對方改變態度及停止有關行為，否則將會終止與投訴人的會面或談話。如對方依然故我，在發出警告後，處理人員可以終止與投訴人的會面或談話。

- ii. The staff members responsible for handling complaints should stay alert and take suitable action to protect their own safety. The staff member makes a decision, depending on the situation, or whether to 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 school should take appropriate and decisive action, such as reporting the police or taking legal action.

提醒處理投訴人員時刻提高警覺，並採取適切措施保護自身安全。校方應賦權處理投訴人員，如投訴人的行為對負責人員的人身安全構成即時威脅或損害其切身利益時，他們可就當時情況，決定是否終止與投訴人的會面或談話及請投訴人離開會面地點。在緊急或有需要的情況下，校方應採取適當果斷行動，例如報警或採取法律行動。

B. Unreasonable demands

不合理的要求

- i. 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, then we will consider suggesting to the complainant alternative communication methods (e.g. make appointment before visiting the school, submit his/her views in writing or contact the designated staff according to the school's arrangement, etc.). However, we will notify the complainant in writing of such arrangements and handling procedures.

如果投訴人提出不合理的要求，對學校產生不良的影響，例如妨礙學校的運作或服務；或其他持份者受到投訴人不合理行為影響，校方可考慮建議投訴人以其他方式與學校溝通(例如投訴人到校前須預約，以書面方式表達意見，或依照校方安排與指定的負責人員聯絡等)。然而，校方必須書面通知投訴人有關安排及處理程序。

- ii. If the complainant's behaviour improves, we will consider whether the restrictions should be lifted. If we decide to keep the restrictions, we would regularly review the conditions for imposing them.

如投訴人的不合理行為有所改善，校方可考慮是否應停止有關限制。如校方決定

仍維持限制，應定時檢討有關限制條件。

C. Unreasonable persistent complaints

不合理的持續投訴

- i. Faced with these complaints, if we have carefully examined the case 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, we may decide whether to restrict or stop contacts with the complainant, and cease handling the case.

面對不合理的持續投訴，如學校已按既定的調查及上訴程序，詳細審查及妥善處理個案，並已就投訴的調查結果，向投訴人作詳細及客觀的書面解釋，校方可決定應否限制或停止與投訴人的接觸，並終止處理有關個案。

- ii. To avoid any unrealistic expectations on the part of the complainant, we will communicate to him / her in a firm manner that a final decision has been made regarding the case and that the decision is irreversible.

學校應以堅決肯定的態度，令投訴人明白校方已就事件作出最終裁決，不會改變有關決定，以免投訴人對投訴結果產生不合理期望。

- iii. In response to these complaints, we may send a “Reply Letter for Persistent Complaints” to the complainant, referring him / her to the replies previously given, and reiterate that we will neither respond to the same complaint nor contact him / her again.

如收到無理的重複投訴，學校可發出「重複投訴覆函」，請投訴人參閱校方之前給予的回覆，並重申校方不會再就同一事件作回覆或與投訴人聯絡。

Appendix I Examples of Complaints Relating to Daily Operation and Internal Affairs*

附件一 關於學校日常運作及內部事務投訴的事例*

Domain 範疇	Examples 事例
Management and Organisation 管理與組織	<ul style="list-style-type: none"> • School accounts (e.g. accounting records) • Other charges (e.g. extra-curricular activities charges, registration fees) • School policies (e.g. system of reward and penalty, arrangements regarding students' suspension from school) • Standards of contractors' services (e.g. school bus services, supply of meal boxes) • Service contracts (e.g. tendering procedures) • School environment and hygiene (e.g. noise pollution, mosquitoes problems) <ul style="list-style-type: none"> ● 其他收費（例如課外活動費、註冊費） ● 政策方針（例如獎懲制度、停學安排） ● 承辦商服務水準（例如校巴服務、飯盒供應） ● 服務合約（例如招標程序） ● 環境衛生（例如噪音、蚊患）
Learning and Teaching 學與教	<ul style="list-style-type: none"> • School-based curriculum (e.g. subject lesson time) • Selection of subjects and class allocation (e.g. arrangements for students' choice of subjects) • Homework (e.g. amount of homework) • Students assessment (e.g. assessment criteria, school-based assessment criteria) • Staff performance (e.g. behaviour/attitudes of teaching staff, job performance) <ul style="list-style-type: none"> ● 校本課程（例如科目課時） ● 選科分班（例如學生選科安排） ● 家課作業（例如家課量） ● 學生考核（例如評分標準、校本評核標準） ● 教職員表現（例如教職員的行為態度、工作表現）
School Ethos and Student Support 校風及學生支援	<ul style="list-style-type: none"> • School ethos (e.g. uniform and other aspects of appearance) • Home-school cooperation (e.g. consultation mechanism, communication channels) • Student support (e.g. support for students with special educational needs) • Extra-curricular activities (e.g. arrangements for interest groups and other student activities) <ul style="list-style-type: none"> ● 校風（例如校服儀表） ● 家校合作（例如諮詢機制、溝通渠道）

	<ul style="list-style-type: none"> ● 對學生支援（例如對有特殊教育需要學生的支援） ● 課外活動安排（例如興趣小組或活動的安排）
Student Performance 學生表現	<ul style="list-style-type: none"> ● Students' overall performance (e.g. academic results, conduct) ● Student discipline (e.g. foul and abusive language, smoking, fighting, bullying) ● 學生整體表現（例如成績、操行） ● 學生紀律（例如粗言穢語、吸煙、打架、欺凌）

* We would handle complaints about daily operation and internal affairs in accordance with the Education Ordinance, Education Regulations, Codes of Aid, relevant circulars, guidelines and codes of practice to ensure compliance with the respective requirements.

*學校須按照《教育條例》、《教育規例》、《資助則例》及其他相關通告、指引及實務守則，處理與學校日常運作及內部事務有關的投訴，以確保符合有關要求。