

Law Ting Pong Secondary School

Guidelines for Handling School Complaints

May 2014

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Chapter I Enquiries, Suggestions and Complaints

LTPSS is committed to maintaining a positive partnership with parents. If you have an enquiry, suggestion and complaint about any aspect of our school, we are keen to hear from you.

Our Commitment to You

We will handle your concern thoroughly and fairly.

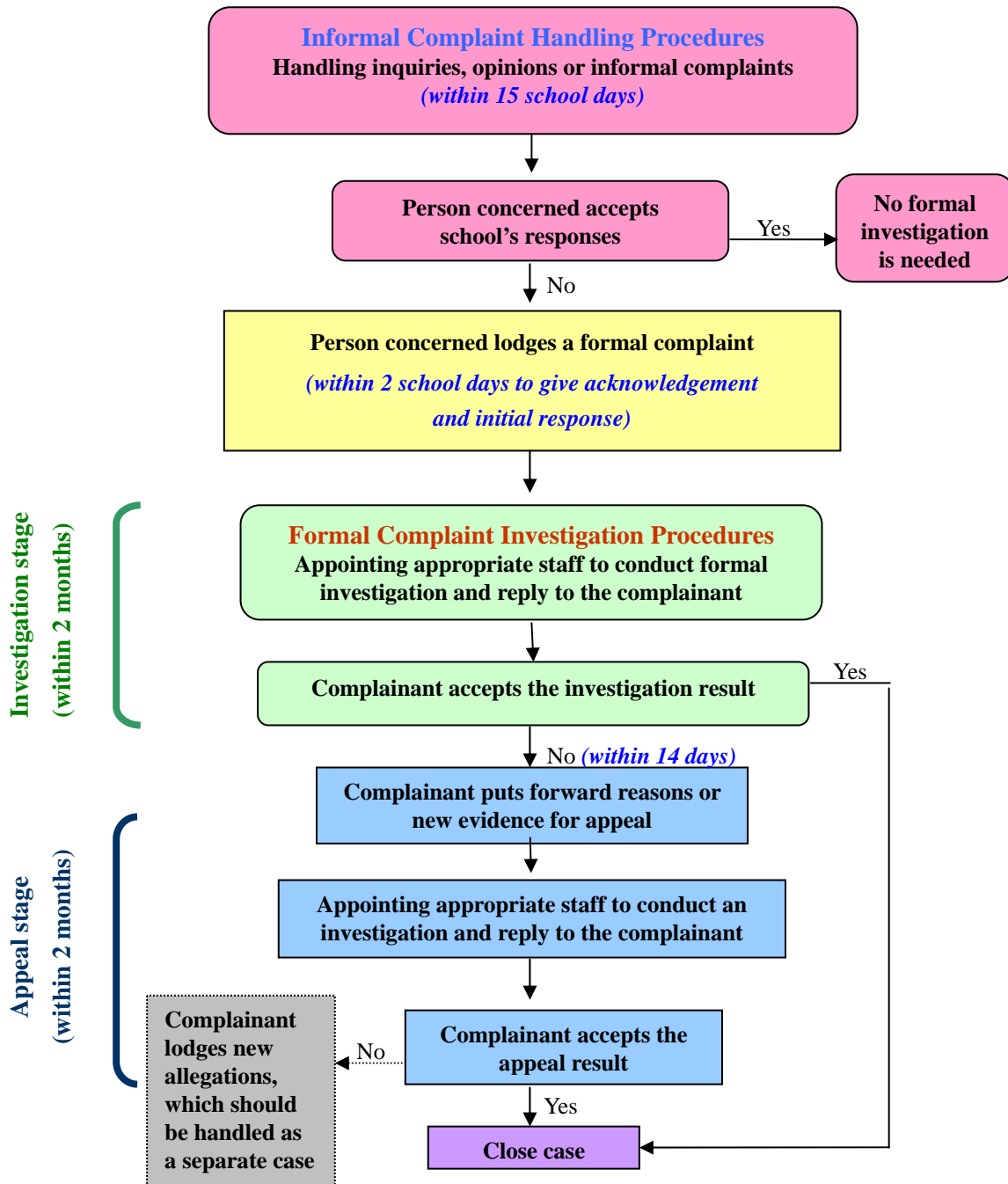
We have a clear process for resolving problems and suggest you contact us as early as possible.

We Value Your Feedback

We are constantly improving the way we work, so we value suggestions. We would also like to know if you think we are doing something well. It helps us make sure we continue to do great things in public education. We will make sure your message is passed on.

Chapter II Handling Procedures for Both Enquiries and Formal Complaints

Complaint Handling Procedures in LTPSS



Chapter III Arrangements for Handling Complaints

Personnel designated to be responsible for handling the complaint at different stages is shown below

Targets involved	Investigation stage	Appeal stage
Teaching and school staff	Senior teacher	Assistant Principal
Senior teacher	Assistant Principal	Principal
Assistant Principal	Principal	Supervisor
Principal	Designated by the Supervisor / IMC Investigation Task Force	Supervisor / IMC Appeal Task Force
Supervisor / IMC	Designated by IMC	Designated by IMC

Chapter IV Complaint Situations Not Handled by The School

In general, the following types of complaints may not be handled by the school:

1. Anonymous complaints
2. Complaints not made personally by the person concerned
3. Complaints involving any incidents which occurred more than one year previously

Chapter V Confidentiality

All contents and information of complaints would be kept strictly confidential and restricted for internal reference, or to relevant persons, including the person(s) being complained, the investigation task force, the Senior Management Team and the IMC members.

Chapter VI Conclusion

We believe that good communication would always help in enhancing effective and close partnership with parents. We hereby attach the contact list of the members of the Parent-Teacher Association which could serve as a bridge of communication by helping to explain school policies to parents, relieving any sentiments of dissatisfaction on their side, and playing the role of mediator when necessary:

<i>Post</i>	<i>Executive Committee Members (Parents)</i>
Chairperson	Ms. Cheng Shuke Ching, Dora
Vice-chairpersons	Mr. Lee Koon Chuen Ms. Tsue Chi Ling, Cherry
Treasurer	Ms. Fung Sau Wah, Karen
Recreation	Ms. Fan So Fong, Vicky Ms. Cheung Lai Hung, Doris Ms. Wong Suet Ying
Liaison	Ms. Fan Yin Ping Ms. Lam Mei Chun, Fiona
General Affairs	Ms. Lung Kim Ling, Cortia Ms. Lo Yuen Yee
<i>PTA email address</i>	<i>pta@ltpss.edu.hk</i>
<i>School email address</i>	<i>ltpss@ltpss.edu.hk</i>

Let's go hand in hand for a happy and harmonious campus.