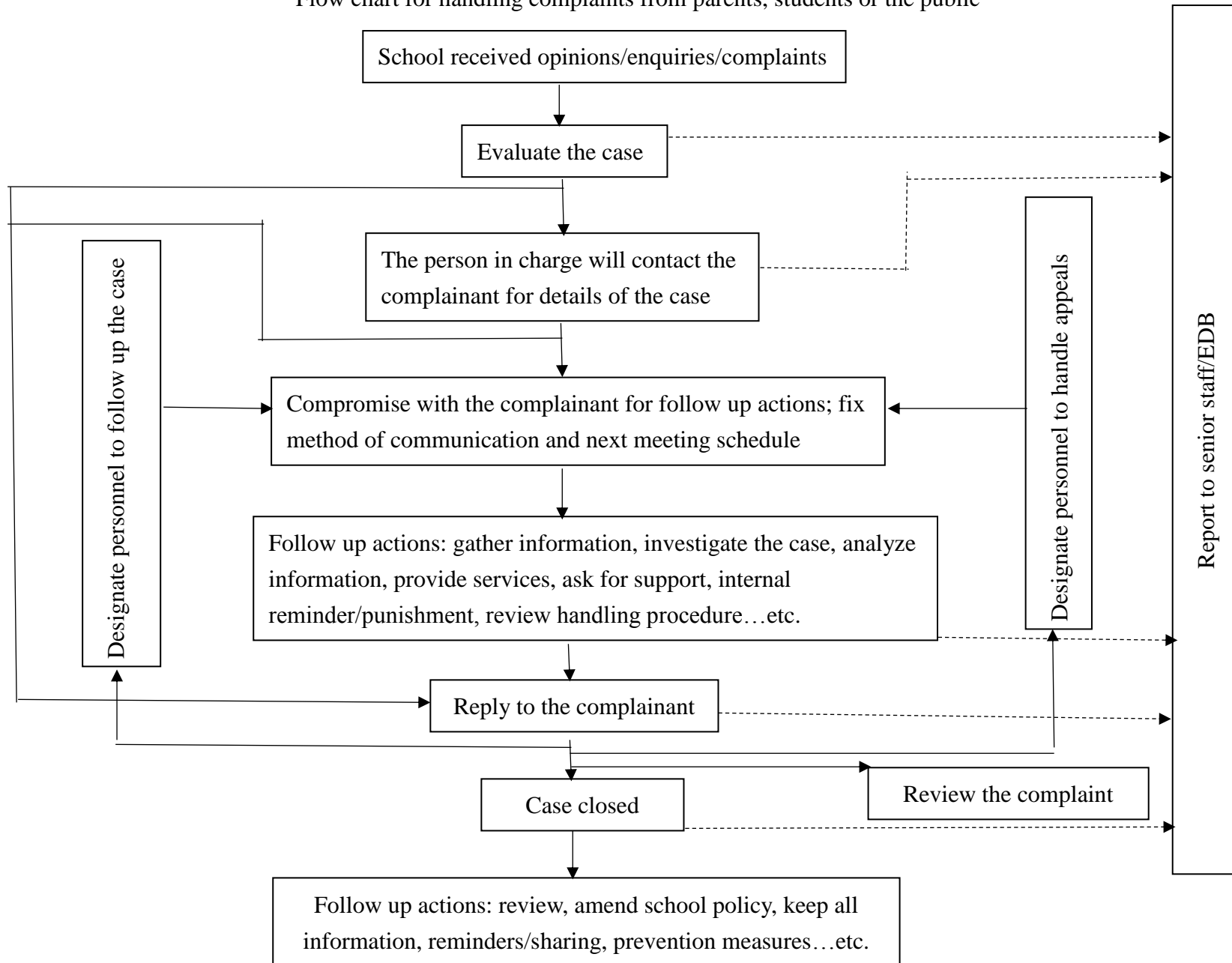


# Po Leung Kuk Lam Man Chan English Primary School

Flow chart for handling complaints from parents, students or the public



Remarks:

1. This mechanism is based on “Handling the School Complaints Guideline” issued by EDB, HK with modification according to Po Leung Kuk’s policies and opinions from the stakeholders of the school.
2. This mechanism is applicable to handling complaints from parents, students on issues of school’s daily operations, or opinions on internal affairs.
3. After receiving opinions, enquiries or complaints, the school handles the case with justice and fairness promptly.
4. All information gathered during the process will be kept confidential and used only-internally by authorized persons.
5. If the complainant rejects the investigation result by the school, they may appeal to the EDB.
6. In order to prevent waste of manpower or interference with the normal running or services of the school, the school may terminate any handling of complaints with unreasonable behavior or continuous complaint on the same case.
7. Details of Handling the School Complaints may be obtained from the school office.