

TKHC Feedback Handling Policy

Background

This school-based policy serves as a well-formulated mechanism to build a culture of communication at TKHC in a positive manner and enhance the effectiveness of governance so that the school community members can learn, work and collaborate in a harmonious environment.

Important Notes

1. The mechanism is applicable to the handling of different types of feedbacks about the daily operation and internal affairs of schools lodged by parents, students or the public through various means including:-
 - Post:
*Feedback Handling Committee, Tai Kwong Hilary College,
No. 178 Kam Shan, Tai Po, N.T.*
 - In Person: *school operation - 8:30am to 4:00pm [Mon to Fri]*
 - Email: *office@tkhc.edu.hk*
 - Phone: 2338 9186
2. Feedbacks are expected to provide TKHC with accurate contact information and solid evidence while lodging the feedback by his- / herself within 7 working days from the occurrence of the incidents to ensure it can be handled duly.
3. The management of TKHC will treat all cases in a fair and professional manner. Taking appropriate remedial and improvement measures.
4. Please refer to the following Section of “*Flowchart - Procedures of Handling Procedures*” for more details.

5. Feedbacks falling under the categories below are not covered by this mechanism:-
- Related to ongoing legal proceedings;
 - Under the jurisdiction of other organisations / government departments; or
 - Governed by other ordinances or statutory regulations such as against corruption, fraud or theft.
6. School members of staff who would like to forward feedback should follow another internal policy which is set specifically for staff instead.

Flowchart - Handling Procedure

