

STAGE 3 COMPLAINT ESCALATION FORM
ESF Centre

INSTRUCTIONS

1. Read the [ESF Complaints Policy](#).
2. Review the Complaint Resolution Stages outlined in this form.
3. Complete all six sections of this form.
4. Once completed, email the form to:

(For non-staff stakeholders) nonstaffresolution@esfcentre.edu.hk
 (For staff stakeholders) staffresolution@esfcentre.edu.hk

COMPLAINT HANDLING STAGES

The complaint handling process consists of four stages. Stages 1 and 2 must be completed before escalating a complaint to ESF Centre (Stage 3). However, there may be instances where the complainant deems it inappropriate to undertake Stages 1 and 2. In such cases, the complainant must provide a justification during Stage 3 and agree to allow the ESF Centre to refer the complaint back to the initial stages if it is determined that Stages 1 and 2 need to be exhausted first.

Stage 1	Locally Managed Informal Process	<p>In the first instance, complaints should be resolved between the parties involved or with the assistance of their line managers, unless deemed inappropriate.</p> <p>If the outcome at Stage 1 is unsatisfactory, or if advancing the complaint at Stage 1 is deemed inappropriate, the complaint can be referred to Stage 2.</p>
Stage 2	Locally Managed Formal Process	<p>The complainant should file a formal complaint with the Principal/Head of School (for kindergarten) or, for ESF Centre or ESF Explore, the relevant Director, using the online Complaint Management System available on the ESF website, ESF App (for parents) and Assembly (for staff).</p> <p>Complaints about a Principal/Head of School (for kindergarten) or a Director at ESF Centre or ESF Explore can be filed using the online Complaint Escalation Form at Stage 3.</p> <p>If the outcome at Stage 2 remains unsatisfactory, or if progressing the complaint at Stage 2 is inappropriate, the complaint can be escalated to Stage 3.</p>
Stage 3	ESFC Escalation - Centrally Managed Formal Process	<p>The complainant escalates the complaint to ESF Centre by completing the online Complaint Escalation Form.</p> <p>If the outcome at Stage 3 remains unsatisfactory, the complainant may appeal to the CEO.</p>
Stage 4	Appeal to CEO	<p>The CEO may convene a panel to review the complaint handling process. The decision made at this stage is final and unappealable.</p>

I. STAGE 2 COMPLETION

Have you completed Stage 2 of the complaint handling process (refer to the "Complaint Handling Stages")?

Yes.

Provide the case number of your complaint at Stage 2

(Note: The case number is indicated in the investigation report. You may skip section V, "Key Issues and Desired Outcomes," if you input the case number.)

No.

You are required to justify in the box below why think it is inappropriate for your complaint to be managed at Stage 2.

II. PERSONAL DETAILS

Full name (required):

Email Address (required):

Phone/Mobile Number:

Stakeholder Type (required):

Parent

Staff

Student

Alumni

Other Non-Staff Stakeholder (indicate affiliation)

III. COMPLAINT CATEGORY

Which category does your complaint fall under (choose a maximum of 3)?

Facilities

Health & Safety

Learning and Teaching

Wellbeing

Services

ESF-Wide Matters

IV CONFIRMATION

1. Are you directly affected by the issue in your complaint? Yes No

2. Is your complaint about or involve a particular person/s in ESF?

Yes. Provide the names of the individuals at ESF involved in your complaint.

No.

V. KEY ISSUE/S AND DESIRED OUTCOME/S

Key Issues

What are the key issues of your complaint? (Number each key issue and write your explanation or justification after every issue.)

Desired Outcome

What are the desired outcome/s of your complaint?

Documentation / Evidence (optional)

You may submit along with this completed form any documentation or evidence that you may have to support your complaint. You may provide a brief description of each document.

VI. Agreement

Tick the boxes below to indicate your agreement with the following terms to progress your complaint.

- I agree that ESF Centre will be processing my complaint based on the [ESF Complaints Policy](#) and/or the [ESF Disciplinary Policy](#), whichever is applicable.
- I agree that my complaint may be referred back to the earlier stages of the complaint handling process if it is established that Stages 1 or 2 need to be exhausted first.
- I agree to cooperate with any investigation that the school, ESF Explore or ESF Centre, as appropriate, will undertake in progressing my complaint, and that I can be reached at the contact information I have provided in the online Complaint Escalation Form.
- I understand that if I do not fully cooperate or participate in the investigation, there is a possibility that the complaint process will be discontinued and my complaint closed.
- I acknowledge that complaints have adverse implications for those complained of and confirm that, to the best of my knowledge, the information I have provided is factual and truthful.
- I agree that the personal information I have provided will be processed in accordance with the Personal Data Privacy Policy Ordinance and the [ESF Personal Data Handling and Data Privacy Policy](#).