



中華人民共和國香港特別行政區政府總部教育局
Education Bureau

Government Secretariat, The Government of the Hong Kong Special Administrative Region
The People's Republic of China

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Miss Polly YEUNG
Clerk to Panel on Education
Legislative Council Secretariat
Legislative Council Complex
1 Legislative Council Road
Central
Hong Kong

Dear Miss Yeung,

Panel on Education
Follow-up to Meeting on 7 February 2013
Pilot Project on Revised School Complaints Handling Arrangements

At the meeting of the Panel on Education held on 7 February 2013, the Administration was requested to provide information on (a) the number of schools involved in complaint cases over the past three years; and (b) among these schools, the number of schools participating in the Pilot Project on Revised School Complaints Handling Arrangements. The information is provided as follows:

In the past three school years (2009/10, 2010/11 and 2011/12), the Education Bureau has handled 413, 311 and 273 filed school complaint cases, which respectively involved 227, 189 and 172 public sector and Direct Subsidy Scheme schools. Amongst these schools, some are participating in the Pilot Project on Revised School Complaints Handling Arrangements. For details, please refer to the attached table.

Yours sincerely,

(Miss P.L. WU)
For Secretary for Education

No. of Filed School Complaint Cases Handled by the Education Bureau

	2009/10			2010/11			2011/12		
	No. of Cases	No. of Public Sector & DSS Schools Involved	No. of Involved Schools participating in the Pilot*	No. of Cases	No. of Public Sector & DSS Schools Involved	No. of Involved Schools participating in the Pilot*	No. of Cases	No. of Public Sector & DSS Schools Involved	No. of Involved Schools participating in the Pilot*
Involving 1-2 Cases		209	9		182	23		161	22
Involving 3-5 Cases		15	2		6	1		10	0
Involving 6 Cases and above		3	1		1	0		1	1
Total	413	227	12	311	189	24	273	172	23

* Remark: The Pilot Project on Revised School Complaints Handling Arrangements accepts participation from Aided and DSS schools. There are 80 pilot schools joining the Pilot Project in the 2012/13 school year. In the past 3 years, the total number of pilot schools involved in school complaints is 41. Among these schools, some had been repeatedly involved in complaints in 2 or 3 school years.