



佛 教 黃 鳳 翎 中 學
BUDDHIST WONG FUNG LING COLLEGE

香港佛教聯合會主辦 SPONSORED BY THE HONG KONG BUDDHIST ASSOCIATION

11, EASTERN HOSPITAL ROAD, CAUSEWAY BAY, HONG KONG TEL: 2577 9485 FAX: 2881 0148 Website: <http://www.bwflc.edu.hk>
香港銅鑼灣東院道十一號 電話：2577 9485 傳真：2881 0148 網址：<http://www.bwflc.edu.hk>

19th April, 2017

2016/2017 Notice to Parents A49_e
Information about Consultation on Guidelines for Handling Complaints

Dear Parents/Guardians:

To ensure a proper handling of enquiries, complaints and suggestions, the School has joined the Project initiated by Education Bureau on Enhancement of Complaint Management in Schools, and has drafted, in accordance with the relevant guidelines issued by the Education Bureau, the school-based Guidelines for Handling Complaints which stipulate the handling mechanism and procedures. These efforts are put forth with the purpose of raising effectiveness in the handling of complaints and enhancing communication between parents and the School.

The School is now organizing a consultation on the abovementioned guidelines for handling complaints. You are cordially invited to visit the following link:
http://www.bwflc.edu.hk/CustomPage/20/bwflc_guidelines_for_handling_complaints_e_201701.pdf
to peruse the captioned consultation document. Please feel free to give opinions via the School email: bwc-mail@bwflc.edu.hk on or before 29th April, 2017.

Upon obtaining the IMC's approval, the Guidelines will take effect from 1st September, 2017.



Mr. LEE Wai-Shing

(Principal)



Reply Slip

(Please submit to the class teacher on or before 20th April)

Dear Sir/Madam,

I acknowledge receipt of the 2016/2017 Notice to Parents A49_e concerning Information about Consultation on Guidelines for Handling Complaints.

(Student's name)

(class and class number)

(Parent's name)

(Parent's Signature)