

School / Office Level

At School/Office level, Deans/Directors hold ultimate accountability for the proper handling and equitable resolution of all complaints.
All official communications — including outcome notifications and appeal correspondence — must be issued under the authority of the respective Dean/Director.

I. Contact Point

Each school and office will designate two EO Coordinators. The EO Coordinators will act as the first point of contact within their respective units, providing initial support and advice on EO enquiries and cases.

Appropriate Procedures:

Step 1
EO Coordinator will assess whether the complaint includes written records and supporting evidence of the alleged act(s).

NO
Advise the complainant to provide written documentation and relevant evidence.

YES

Notify the Dean/Director and remain attentive to EO-related concerns and complaints raised by stakeholders.

II. Informal Resolution

Informal resolution procedures may involve direct communication with the Accused or seeking assistance from a third party whom the Complainant feels comfortable (“Informal Mediator”). Such third-party individuals may include, for a student Complainant, the teacher responsible, the course coordinator or programme leader concerned; or, for a staff Complainant, the immediate supervisor, department head, or Dean/Director.

Step 2
School/Office should attempt to resolve the EO complaint through informal means within 90 calendar days of receiving the complaint.

FAIL TO RESOLVE

If the complainant wishes, he/she may file a formal complaint with the relevant authority in accordance with formal procedures.

RESOLVE

School/Office will implement follow-up actions as agreed, and prepare brief meeting notes to document the details.

CASE CLOSED

III. Formal Resolution

The Complainant should complete “Complaint Form for Equal Opportunities Matters” and submit it together with evidence of the alleged harassment, discrimination, vilification or victimization, and specify how the Complainant obtained such evidence (if applicable).

Step 3
3.1 The EO Coordinator, in consultation with the relevant authority, will conduct a preliminary inquiry.

3.2 After the preliminary inquiry, the EO Coordinator will submit the written records to the Relevant authority, who will determine the necessary actions.

3.3 The Relevant Authority will decide on the actions to be taken within 14 calendar days.

FAIL TO RESOLVE

Under paragraph 73(a):
The Relevant Authority decides to escalate the case to the University Level Proceedings in instances where the matter is deemed too complex for resolution at the School/Office Level Proceedings.

RESOLVE

CASE CLOSED
The EO Coordinator is required to ensure that all decisions and actions are copied to the EO Officer for transparency and record keeping.

Under paragraph 73(b) and 73(c):
The Complainant may submit the written Complaint, within 14 calendar days from the notification of the decision by School/Office, to the Chairperson of the Committee on Equal Opportunities via the EO Officer responsible.

University Level

For the full version, please refer to the Policy on Equal Opportunities.