

Complaint Handling Mechanism for Continuing Education Fund (CEF) applicants
Yale-China Chinese Language Centre

When a complaint is first lodged, whether verbally or in writing, attempts at resolving the issues by informal means should first be made, if appropriate, without escalating to formal procedures. The following are the steps taken within the Centre in handling a complaint from students.

I. Channels in voicing out a concern

The student should first discuss the matter directly with the individual concerned. If more than one individual person is involved, the student should approach the one person, who, in his/ her judgement, is most appropriate to handle the matter.

It is recognized, however, that there may be circumstances in which the student cannot, or does not want to approach the individual concerned. In such cases, the complainant is advised to approach the person at the next level of line management as a third-party mediator.

A. Voicing out concerns in person

A student can approach the following staff other than the course teacher:

Course coordinator

Programmes	Name	Tel. No.	Office
Cantonese part-time programmes	Ms. Shadow LUNG	3943 6729	Room G05, Fong Shu Chueng Building, CUHK, Shatin, N. T.
		Email: shadowlulng@cuhk.edu.hk	

Division Head

Head of Cantonese Programme Division	Dr. LEE Siu Lun	3943 6727	Room CS101, Fong Shu Chueng Building, CUHK, Shatin, N. T.
		Email: slee@cuhk.edu.hk	

Head of Administration	Ms. Ellen MAK	3943 6726	Room G04, Fong Shu Chueng Building, CUHK, Shatin, N. T.
		Email: ellenmak@cuhk.edu.hk	

There is open hour for the teaching division head. Please check with the general office for the time slots.

Appointment with CLC Director

Please contact the general office for an appointment. Tel: 3943 6727. Email: clc@cuhk.edu.hk

B. Sending grievance by written means

A student can send in grievance by email to clc@cuhk.edu.hk

If it is academic in nature, the email will be forwarded to the respective teaching division head for input. If it is non-academic in nature, it will be forwarded to the administration head for handling. If the complaint involved both academic and admin side, input's will be gathered from the 2 division heads and reply to the student represented by the course coordinator or the admin head.

If an issue cannot be settled within the Centre even after the involvement of CLC director, a student can send his/ her concern to the Faculty Dean. Contact information here: <http://www.arts.cuhk.edu.hk>

II. Timeline and handling mechanism

Unless there are justifiable reasons, a complainant can normally expect the s/he would be informed, within 10 working days after making the complaint, of how the matter raised would eventually be resolved (although the implementation of the resolution may sometimes take long than 10 working days). A receipt of notification will be issued normally within 3 working days after the email has reached the mailbox.

Update: July 2019