

## **Panel of Review Boards on School Complaints**

### **Terms of Reference of the Review Board**

The Review Board is responsible for-

- (a) Reviewing school-related complaint cases handled by schools/EDB;
- (b) Reviewing the procedural propriety throughout the investigation and appeal stages in handling the complaints and the reasonableness of the investigation findings of the complaints handled by the school/EDB; and
- (c) Making recommendations to PSEd, which may include, for example, closing the case, settling the disputes through mediation, any follow-up/improvement measures required or asking the relevant organisations to conduct a re-investigation of the case as deemed necessary.