Dear parents and students,

**The procedure of handling complaints—consulting parents’ opinions**

All Lutheran schools have already joined the plan of EDB to improve the management of complaints (the plan), and it is effective from 1-9-2016. Our school has already drafted the documents concerning the collection of stakeholders’ opinions. The plan is to improve the management and service of all subsidized schools in Hong Kong. This can help the school to maintain good communication with all stakeholders, and thus establish mutual trust and avoid misunderstanding. Our school is going to set up a well-rounded mechanism and procedures, and consult the opinions of stakeholders. We will ensure the mechanism and procedures are transparent and highly-recognized, for the sake of carrying out smoothly in the future.

Generally speaking, if the complaint is related to the daily procedures and internal affairs of the school, it should be made directly to the school. And our school will use the established mechanism and procedures to handle it. If the complaint is related to rules and laws of education, and the service provided by EDB, then it should be handled by EDB directly.

The related documents have already uploaded to our school website ([www.siuleunsch.edu.hk](http://www.siuleunsch.edu.hk)), parents please feel free to take a look at it. Should you have any opinions, you are welcomed to contact me, vice principal or committee members of PTA directly. The consultation period is two weeks. (Until 2 May) After collecting the opinions, we will reflect them to the school board.

**Participating in International Academic Research**

In order to link up with the world and to find out our students’ performance in different learning areas, we have joined the following international/ transnational research:

A. Trends in International Mathematics and Science Study (TIMSS) 2015
B. Progress in International Reading Literacy Study (PIRLS) 2016
C. A study on bilingual education’s influence on students’ learning by a
D. A study that compares British and Hong Kong students’ performance on pure mathematics by a master degree student from the University of York (2016)

The above researches are on a voluntary basis. Some students would be invited to participate in these researches. They only need to answer some questions, fill in questionnaires or have a short interview. Their academic results and learning progress would not be affected. The data collected is only for research purposes and will be kept confidential. The institutes concerned will send back our students’ results to us. With the help of the data, our school will be able to have a better understanding of the performance of our students in various learning areas, which is beneficial to the formulation of the school policies. Some institutes will issue certificates of participation to students who have joined the research. Please give support to such international research.

**All graduates who had applied for EMI Direct Subsidy Scheme (DSS) secondary schools were admitted**

Due to the increasing number of middle class families in our school, our school vision: “Trilingual·Christian· Global Education” and specialties of a globalized programme, all graduates who had applied for EMI DSS secondary schools were admitted. Some of them received scholarship and some of them were admitted by more than one EMI DSS secondary school, which is very encouraging. Here we recommend parents to consider applying for EMI DSS secondary schools.