



KOWLOON
JUNIOR SCHOOL
九龍小學

Success for Every Child



Date: 25 Feb 2025



Dear Parents,

ESF values opportunities to engage with parents on issues impacting the ESF experience. Typically, these issues are resolved informally with the class teacher, Vice Principal or Principal. However, when matters remain unresolved and escalate to formal complaints, ESF aims to address them effectively and gain insights for continuous improvement. To this end, ESF has developed a Complaints Management System (CMS). The CMS features an online Complaint Form that parents can use to lodge formal complaints. This system is part of the updated ESF Complaints Policy accessible via the ESF App.

Regards,

Mr. Gavin MacGregor

Principal

