

# Flow Chart for Handling Affirmations under the Equal Opportunities Policy

## **First Contact Point**

- Complainant contacts Student Affairs Office (SAO) in person or with a partner who should not be the identity of a lawyer. *“Remark 1”*  
(Time Limit: within 90 calendar days of the alleged incident)
- After clarification, SAO communicates with the parties involved to confirm case information and attempts to resolve the complaint.  
(Time Limit\*: normally within 14 calendar days of receipt of complaint)

### If applicable

- Resolution or consent not to proceed further
- SAO confirms the resolution in writing

Informal Resolution (Optional)

Submission time limit: within 90 calendar days of alleged incident



## **Stage 1: Preliminary Inquiry by SAO**

- Complainant submits the complaint letter to SAO  
(Time Limit\*: within 90 calendar days of the alleged incident, or 30 calendar days of notification of unsuccessful informal resolution, whichever is later)
- After confirmation of complaint-related matters, SAO reports the case to the Vice President, President, Chairmen of the College Council, and Board of Governor.
- SAO conducts the preliminary inquiry, which should be passed to the Complainant, Respondent, and the Vice President  
(Time Limit: normally within 14 calendar days after confirmation)

Formal Complaint

Submission time limit: within 90 calendar days of alleged incident, or 30 calendar days of notification of unsuccessful informal resolution, whichever is later



## **Stage 2: Inquiry by Equal Opportunities Affirmative Committee (EOAC)**

- EOAC conducts an investigation, determines if the complaint is substantiated, decides the course(s) of action, and submits a report to the Vice President. *“Remark 2”*  
(Time Limit: normally within 30 calendar days of receipt of complaint/ unsuccessful mediation)
- EOAC prepares an interim report with a copy given to the Complainant and Respondent.  
(Time Limit: normally within 60 calendar days from the date of the first meeting)
- Upon receipt of the report, Complainant and Respondent may submit new evidence and other relevant information and material to the case in writing for EOAC’s consideration.
- Secretary of the EOAC notifies both Complainant and Respondent of the EOAC’s decision in writing, President/ Vice President involved at stage 2 is notified of the decision.
- Vice President determines the course of action:
  - (1) Referring the complaint to a law enforcement agency
  - (2) Dismissing the complaint
  - (3) Other appropriate actions to resolve the complaint(Time limit: normally within 10 calendar days)

Formal Complaint

Submission time limit: within 90 calendar days of alleged incident, or 30 calendar days of notification of unsuccessful informal resolution, whichever is later



### **Appeal**

- Complainant or Respondent may lodge an appeal in writing to the President, depending on the identity of Respondent. *“Remark 3”*  
(Time Limit\*: within 20 working days of notification of EOAC’s decision)
- Appeal will be allowed only where there is a procedural irregularity
- If the appeal is allowed, the special committee will be set up under the College Council to decide on the appropriate course of action.  
(Time Limit: normally within 30 calendar days after receipt of appeal)

### **Appeal**

Submission  
time limit:  
within 20  
working days  
of notification  
of EOAC’S  
decision

### **Mediation**

- Mediation is conducted by an accredited mediator as agreed by Complainant and Respondent.  
(Time Limit\*: confirm whether to attempt mediation within 7 working days and normally within 30 calendar days from the date of the first meeting)
- Resolution with a settlement agreement or consent not to proceed further
- At any stage of formal complaint proceedings, Complainant and Respondent may agree to attempt mediation
- Complainant withdraws complaint if case resolved

### **Remark**

\* The College may exercise discretion to extend time limit under exceptional circumstances.

- 1: If SAO is involved in the alleged case of prohibited discriminatory act, the Complainant shall report the case to the Vice President.
- 2: If Complainant/ Respondent is the Vice President, the complaint should be filed with the President who may consult the Chairman of the College Council to conduct an informal resolution, mediation or inquiry.
- 3: If Respondent is the President, the appeal should be lodged with College Council.