



General Teaching Council  
for Northern Ireland

Promoting Teacher Professionalism

# Complaints Policy and Procedure



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## Document Information

Date	Summary of Changes	Approved by GP&F Committee	Next review date
April 2014	Initiation	GP&F -14.05.2014	May 2018
October 2014	Removal of reference to the NI Commissioner for Complaints	GP&F – 11.02.2015	May 2018

## Introduction

The General Teaching Council for Northern Ireland (the 'Council') is committed to providing the best professional service possible. It is by listening to those who use our services and learning from what they have to say that we will be able to improve what we do. If you have any comments or suggestions on how we can improve our services, we want to hear from you.

## Complaints procedure

The Council aims to provide an effective and efficient standard of service. We welcome your comments and suggestions, both positive and negative, about the service we provide. If something goes wrong, or if you are dissatisfied with the service you have received, please let us know. Your feedback can help us to put things right and improve our services in the future.

If you feel we have failed to do something, done something wrong, acted unfairly or discourteously, or if you wish to offer suggestions for improvement, the following complaints procedure outlines the steps you should take.

## Making a Complaint

Please contact us with your concerns as quickly as possible, as this will make it easier for us to find out what went wrong. We can deal with your complaint more effectively if you tell us:

- briefly, what your complaint is about;
- when it happened;
- who you dealt with in the Council;
- what you would like us to do to put things right.

Please keep a note of any telephone conversations and keep copies of any letters you send or receive.

In compliance with Section 75 of the Northern Ireland Act 1998, and in line with our Equality Scheme, we will consider any special needs of a person making a complaint.

## Complaints procedure

### Step 1: Initial Complaint

If you are not happy with the service you have received, you should initially contact the person that you first dealt with. They will try to put things right.

We hope that most complaints can be dealt with as quickly, and as close to the root of the problem, as possible.

### Step 2: Referral to the Complaints Officer

If you are not satisfied with the response you have received from your initial complaint, a formal written [or other suitable format] complaint should be sent to The Complaints Handling Officer, Gerry Devlin, GTCNI, Albany House, 3<sup>rd</sup> and 4<sup>th</sup> Floor, 75 Great Victoria Street, Belfast BT8 7AR.

You will receive a written acknowledgement within 3 working days from receipt, and a full response within 10 working days from receipt. If we cannot give a full response within this time, we will write to tell you why, and let you know what is being done to investigate your complaint.

### Step 3: Referral to the Registrar

If you are not satisfied with the response at Step 2, you can write to the Registrar at the same address within 14 working days of the date of the response you received at Step 2. The Registrar will acknowledge receipt for your complaint within three working days and provide you with a response within 28 working days.

### Step 4: Referral to the General Purposes and Finance Committee (GP&F)

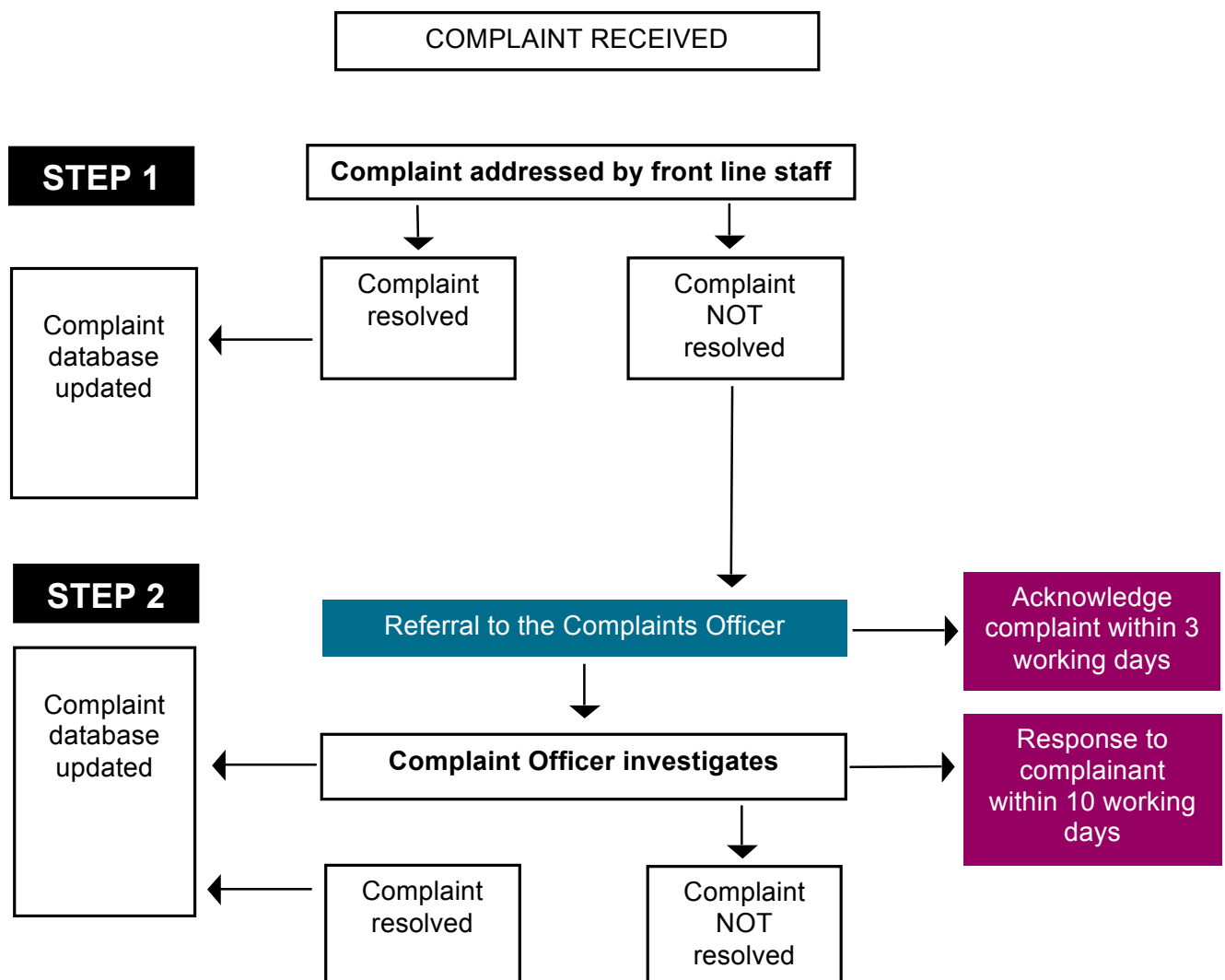
If you are not satisfied with the response at Step 3, you can write to the Chairperson of the GP&F Committee of Council at the same address within 14 working days of the date of the response you received at Step 3 asking that the matter be reconsidered. The full facts of the complaint will be presented to the next scheduled meeting of the committee, and a reply will be sent to you within 10 working days of the meeting.

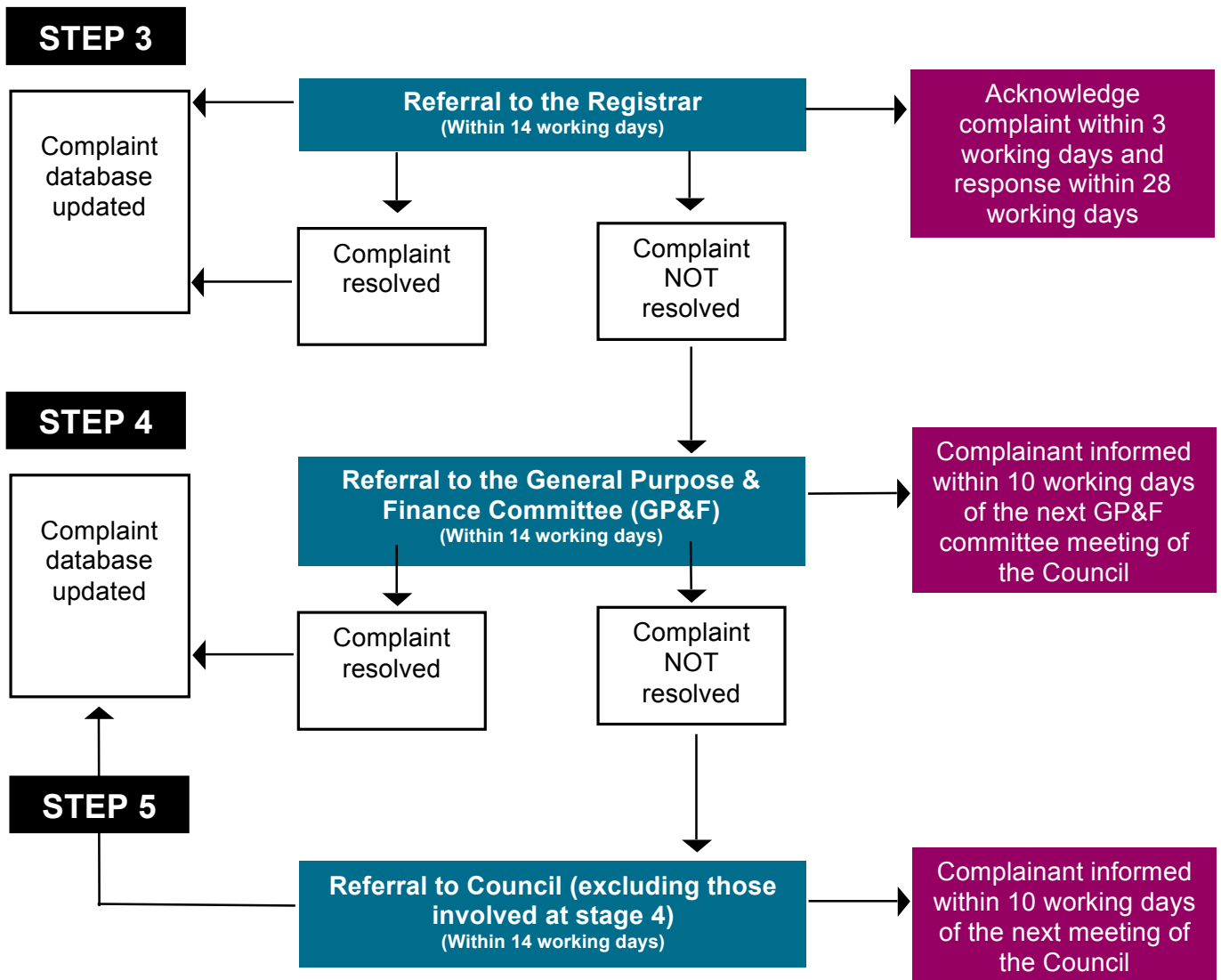
### Step 5: Referral to the full Council

If you are not satisfied with the response at Step 4, you can write to the Chairperson of the Council at the same address within 14 working days of the date of the response you received at Step 4 asking that the matter be reconsidered. The full facts of the complaint will be presented to the next scheduled meeting of the Council (during which members of the GP&F Committee will be asked to leave for a period), and a reply will be sent to you within 10 working days of the meeting.

The decision of the Council at Step 5 is final.

## GTCNI Complaints Procedure







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## **GTCNI contacts details:**

### **General Teaching Council for Northern Ireland**

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