



General Teaching Council  
for Northern Ireland

Promoting Teacher Professionalism

# Complaints about the service provided by GTCNI



# Complaints about the service provided by GTCNI

## Introduction

The GTCNI is committed to providing the highest standard of service to teachers and other stakeholders. Our aim is to get things right first time.

However, if you are not entirely satisfied with any aspect of our service, please tell us and we will do our best to resolve the matter as quickly as possible.

The procedure below explains how you can make a complaint about the quality of our services.

## Matters Outwith the Complaints Procedure

This procedure is intended for complaints about the service provided by GTCNI, it does not cover appeals relating to decisions on the approval of qualifications, or complaints against a registered teacher in relation to misconduct. If you want to make a complaint against a registered teacher please contact the Council's Senior Education Officer in the first instance on 028 90 333 390 or in writing marked 'Strictly Private and Confidential' to:

### The Senior Education Officer

The General Teaching Council for Northern Ireland  
3rd Floor Albany House  
73-75 Great Victoria Street  
Belfast, BT2 7AF

## How to Make a Complaint

### Stage 1: Informal Procedure

Our aim is to resolve any complaint quickly. If you have already been dealing with a member of staff in the GTCNI, start by contacting that person and bring the matter of concern to their attention. If you do not know who to contact, get in touch with the Council's Communications Officer on 028 90 333 390 and they will be happy to help you.

However if the matter cannot be resolved or you still feel dissatisfied after this approach, you may initiate a formal complaint in writing under Stage 2 of this procedure.

### Stage 2: Formal Procedure – Level 1

You should write to our Complaints Officer giving full details of the complaint. We will arrange for your complaint to be investigated and we aim to provide a full written reply within 15 working days of receiving it. If a full reply cannot be given within this timescale, you will be advised of progress and told when you can expect a full response.

**You can contact the Complaints Officer in writing or by e-mail.**

### **Complaints Officer**

The General Teaching Council for Northern Ireland  
3rd Floor Albany House  
73-75 Great Victoria Street  
Belfast, BT2 7AF  
E-mail [complaintsofficer@gtcni.org.uk](mailto:complaintsofficer@gtcni.org.uk)

### **Stage 3: Formal Procedure – Level 2**

If you are not satisfied with our reply you should write to the Complaints Officer again giving full details of your complaint and why you remain dissatisfied. The Complaints Officer will arrange for the matter to be reviewed by a senior manager and for a response to be issued within 15 working days.

### **Our Standards**

In all cases the GTCNI will:

- acknowledge receipt of your formal complaint at Stage 2 and, if appropriate, at Stage 3 (normally within two working days of receipt);
- carry out a thorough investigation;
- aim to provide a written reply to your complaint with a full explanation of the outcome of our investigations within 15 working days and, where this is not possible, let you know when a reply can be expected;
- apologise if we have made a mistake or if a problem has been caused by us; and
- let you know what we have done or will do to put things right.
- ensure complaints will not be dealt with by an individual who could have been involved in the events leading to the complaint.

### **The Ombudsman**

Our Complaints Procedure is not a substitute for your right to complain to the Ombudsman's Office. You should note, however, that the Ombudsman will generally expect you to have used all of the steps of the GTCNI's Complaints Procedure before accepting your complaint.

Link to Ombudsman website - <https://nipso.org.uk/nipso/>