



COMPLAINTS PROCEDURE for PARENTS/GUARDIANS

If you have a complaint

Inform your daughter's **Form Tutor, Head of Year or Vice Principal** wither by telephoning the school, in writing or by arranging an appointment to meet with the relevant person.

The matter will be discussed with you by telephone and if necessary the relevant person will report back to you within one day

A meeting will be arranged to discuss your concerns and hopefully find a satisfactory outcome which resolves the issue. If necessary the relevant person will contact you again within one day.

If you still feel that your complaint has not been resolved:
Contact the **Principal** either by telephone, in writing or by making an appointment to meet with him.

If you still feel that your complaint has not been resolved:
Contact the **Chair of the Board of Governors** in writing at the school address. You may be invited to meet with the Board of Governors (BOG) to discuss your concerns. You will be informed of the BOGs decision within 3 days of meeting

If you still feel that your complaint has not been resolved:
Contact the **Chief Executive of the Belfast Education & Library Board** or the **Department of Education**

Useful Addresses and Telephone Numbers:

Belfast Model School for Girls

Dunkeld Gardens
BELFAST
BT14 6NT

Telephone: 028 90391768
Fax: 028 90716828

The Chief Executive

Belfast Education & Library Board
40 Academy Street
BELFAST
BT1 2NQ

Telephone: 028 90564000
Fax: 028 90331714

The Designated Officer for Child Protection

Belfast Education & Library Board
40 Academy Street
BELFAST
BT1 2NQ

Theresa Moran 028 90564289
Brenda Walker 028 90564289

Police Care Units

Central Number: 028 90650222
Ask to be put through to the CARE unit
nearest you.

Chair of the Board of Governors

c/o The Principal
Belfast Model School for Girls
Address and Telephone as above.

The Department of Education

Rathgael House
Balloo Road
BANGOR
BT19 7PR

Telephone: 028 91279279
Fax: 028 91279100
Email: deni@nics.gov.uk

Shankill Road Social Services

(Prevention Team)
Telephone: 028 90315005

Cooper Street (Protection Team)

Telephone: 028 90320840
Ask to speak to the Duty Social Worker

Antrim Road Social Services

449 Antrim Road
BT15 3BJ
Telephone: 028 90508100

