



## 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**

Dunowen Gardens  
BELFAST  
BT14 6Q

Telephone: 028 90718111  
Fax: 028 90714448

**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@nies.gov.uk](mailto:deni@nies.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

