



**General Teaching Council
for Northern Ireland**

Promoting Teacher Professionalism

EQUALITY SCREENING

POLICY: Complaints Policy April 2023

1. Part 1: Policy Scoping

As set out in the GTCNI Equality Scheme (section 5.1) 'policy' is broadly defined and covers all the ways in which the GTCNI carries out or propose to carry out its functions. In respect the term policy is used for any (proposed/amended/existing) strategy, policy initiative or practice and/or decision.

The first stage of the screening process involves scoping the policy under consideration. The purpose of policy scoping is to help prepare the background and context and set out the aims and objectives for the policy being screened. At this stage, scoping the policy will help identify potential constraints as well as opportunities.

1.1. Information about the Policy

Name of the policy	Complaints Policy
Is this an existing, revised or a new policy?	Revised.
What is it trying to achieve? (intended aims/outcomes)	Outline GTCNI's Complaints Policy if individuals wish to complain about any aspect of GTCNI's services.
Are there any Section 75 categories which might be expected to benefit from the intended policy? If so, explain how.	No.
Who initiated or wrote the policy?	Revised by GTCNI Head of Corporate Services
Who owns and who implements the policy?	GTCNI SMT

1.2. Implementation factors

Are there any factors which could contribute to/detract from the intended aim/outcome of the policy/decision?

If yes, are they (Delete as Appropriate):

Financial	Yes / No
Legislative	Yes / No
Other, please specify	None

1.3. Main stakeholders affected

Who are the internal and external stakeholders (actual or potential) that the policy will impact upon? Describe.

Staff	N/A
Service users	The most likely group this policy will impact on - if individuals wish to complain about any aspect of GTCNI's services.
Other public sector organisations	
Voluntary/community/trade unions	
Other, please specify	

1.4. Other policies with a bearing on this policy

What are they?	Any outward facing GTCNI policy?
Who owns them?	Corporate Services GTCNI

1.5. Available evidence

What evidence/information (both qualitative and quantitative) have you gathered to inform this policy? Please specify details for each of the Section 75 categories.

Any individual may wish to complain about any aspect of the service they have received from GTCNI. Therefore, no specific quantitative or qualitative information has been gathered to inform this policy.

Section 75 category	Details of evidence/information
Religious Belief	N/A
Political Opinion	N/A
Racial Group	N/A
Age	N/A
Marital Status	N/A
Sexual Orientation	N/A
Men and Women generally	Any individual may wish to complain about any aspect of the service they have received from GTCNI.
Disability	N/A
Dependants	N/A

1.6. Needs, experiences and priorities

Taking into account the information referred to previously, are there different needs, experiences and priorities of each of the following categories, in relation to the particular policy/decision? Please specify details as appropriate for each of the Section 75 categories.

Section 75 category	Yes/No/ Not sure	If yes, please provide details of needs/experiences/priorities
Religious Belief	No	
Political Opinion	No	
Racial Group	No	
Age	No	
Marital Status	No	
Sexual Orientation	No	

Section 75 category	Yes/No/ Not sure	If yes, please provide details of needs/experiences/priorities
Men and Women generally	Not sure	Any individual may wish to complain about any aspect of the service they have received from GTCNI.
Disability	No	
Dependants	No	

2. Part 2: Screening

2.1. Screening Questions

1. What is the likely impact on equality of opportunity for those affected by this policy, for each of the Section 75 equality categories (minor/major/none)?		
Section 75 category	Details of policy impact	Level of impact? Minor/major/none
Religious Belief		None
Political Opinion		None
Racial Group		None
Age		None
Marital Status		None
Sexual Orientation		None
Men and Women generally	Any individual may wish to complain about any aspect of the service they have received from GTCNI.	Minor?
Disability		None

Dependants		None
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2. Are there opportunities to better promote equality of opportunity for people within the Section 75 categories?

Section 75 category	If <u>Yes</u> , provide details	If <u>No</u> , provide reasons
Religious Belief		No impact / relevance
Political Opinion		No impact / relevance
Racial Group		No impact / relevance
Age		No impact / relevance
Marital Status		No impact / relevance
Sexual Orientation		No impact / relevance
Men and Women generally		No impact / relevance
Disability		No impact / relevance
Dependants		No impact / relevance

3. To what extent is the policy likely to impact on good relations between people of different religious belief, political opinion or racial group (minor/major/none)?

Section 75 category	Details of policy impact	Level of impact? Minor/major/none
Religious Belief	No impact / relevance	None
Political Opinion	No impact / relevance	None

Racial Group	No impact / relevance	None
4. Are there opportunities to better promote good relations between people of different religious belief, political opinion or racial group?		
Section 75 category	If <u>Yes</u>, provide details	If <u>No</u>, provide reasons
Religious Belief	No impact / relevance	None
Political Opinion	No impact / relevance	None
Racial Group	No impact / relevance	None

5. Will the policy contribute to strengthening or weakening social capital and hence, the health and sustainability of rural communities? (minor/major/none)?		
Section 75 category	Details of policy impact	Level of impact? Minor/major/none
Religious Belief	No impact / relevance	None
Political Opinion	No impact / relevance	None
Racial Group	No impact / relevance	None

2.2. Additional Considerations

2.2.1. Multiple identity

Generally speaking, people can fall into more than one Section 75 category. Taking this into consideration, are there any potential impacts of the policy/decision on people with multiple identities? Yes/No (delete as appropriate).

For example: disabled minority ethnic people; disabled women; young Protestant men; and young lesbians, gay and bisexual people.

Provide details of data on the impact of the policy on people with multiple identities. Specify relevant Section 75 categories concerned.

Any individual may wish to complain about any aspect of the service they have received from GTCNI.

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2.2.2. Consideration of Human Rights

The Human Rights Act (HRA) 1998 brings the European Convention on Human Rights (ECHR) into UK law and it applies in N Ireland. Articles 3 and 4 are classified as “absolute” rights ie the State can never withhold or take away these rights. All others are either “qualified” or “limited”. Further information is available via the following link <http://www.nicshumanrightsguide.com/>

Indicate any potential adverse impacts that the policy / decision may have in relation to human rights issues. Adverse Impact (delete as appropriate)

Human Rights Issue	HRA 1998 Article	Impact Yes / No
Right to Life	Article 2	No
Prohibition of torture, inhuman or degrading treatment	Article 3	No
Prohibition of slavery and forced labour	Article 4	No
Right to liberty and security	Article 5	No
Right to a fair and public trial	Article 6	No
Right to no punishment without law	Article 7	No
Right to respect for private and family life, home and correspondence	Article 8	No
Right to freedom of thought, conscience and religion	Article 9	No
Right to freedom of expression	Article 10	No
Right to freedom of peaceful assembly and association	Article 11	No

3. Part 3: Screening Decision

3.1. Decision

Decision	Delete as appropriate
The policy has been 'screened in' for equality impact assessment.	No

The policy has been 'screened out' for equality impact assessment.	Yes
If the decision is to subject the policy to an equality impact assessment, please provide details of the reasons.	
If the decision is not to conduct an equality impact assessment, please provide details of the reasons.	
Any individual may wish to complain about any aspect of the service they have received from GTCNI.	

3.2. Mitigation

If the decision is not to conduct an equality impact assessment you may consider mitigation to lessen the severity of any equality impact, or the introduction of an alternative policy to better promote equality of opportunity or good relations.

Can the policy/decision be amended or changed or an alternative policy introduced to better promote equality or opportunity and/or good relations?	No – not required
If yes, give the reasons to support your decision, together with the proposed changes/amendments or alternative policy.	

3.3. Timetabling and Prioritising

If the policy has been 'screened in' for equality impact assessment, then please answer the following questions to determine its priority for timetabling the equality impact assessment.

On a scale of 1-3, with 1 being the lowest priority and 3 being the highest, assess the policy in terms of its priority for equality impact assessment.

Priority criterion	Rating (1-3)
Effect on equality of opportunity and good relations	

Priority criterion	Rating (1-3)
Social need	
Effect on people's daily lives	
Relevance to GTCNI's functions	

The total rating score will be used to prioritise the policy in rank order with other policies screened in for equality impact assessment. This list of priorities will assist the GTCNI in timetabling.

4. Part 4: Monitoring

Where a policy has been amended or an alternative policy introduced, effective monitoring will help you identify any future adverse impact arising from the policy, which may lead to carrying out an equality impact assessment, as well as helping with future planning and policy development.

5. Part 5: Approval and authorisation

Screened by	Organisational Role
Corporate Services	Head of Corporate Services

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Approved by (Manager/Accounting Officer)	Ian Gallagher
Position	Accounting Officer - Interim Chief Executive Officer / Registrar
Date	31/03/23