

## SCHEDULE 2

### Procedure of a Complaints Tribunal

1. A complaint against the EA or a Board of Governors of a relevant school shall be by notice in writing, sent to such address of the EA as it may specify, setting out the grounds on which that complaint is made.

2. A complaints tribunal shall normally hear a complaint within 20 working days beginning with the date on which it receives that complaint.

### **Representation**

3. A complaints tribunal shall give the complainant an opportunity to make written representations and shall afford the complainant or their representative an opportunity of appearing and making oral representations.

4. A complaints tribunal shall give the respondent an opportunity to make written representations and shall afford a representative of the respondent an opportunity of appearing and making oral representations.

### **Order of Oral Representations**

5. The chairperson of a complaints tribunal shall determine the order of the making of oral representations to it.

### **Hearing**

6. A complaint shall be heard in private except where the complaints tribunal determines otherwise.

### **Majority decision**

7. In the event of disagreement between the members of a complaints tribunal any matter under consideration shall be decided by a simple majority.

### **Other procedural matters**

8. Except as otherwise provided by Schedule 1 and paragraphs 1 to 7, all matters relating to the procedure on the hearing or determination of complaints shall be determined by the complaints tribunal.