



# Complaints and Disciplinary Procedure

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## 1. Purpose

To outline the procedures for lodging complaints and handling disciplinary actions against teaching professionals.

## 2. Scope

Applies to all registered teachers and any individual or institution wishing to file a complaint with BOTPCO.

## 3. Submitting a Complaint

Complaints must be submitted in writing with evidence and the complainant's contact details.

## 4. Investigation Process

The Council will review and investigate complaints in a fair and timely manner. Interim measures may be taken.

## 5. Disciplinary Actions

Sanctions include warnings, suspension, or deregistration depending on the severity of misconduct.

## 6. Appeals

Affected parties may appeal a decision within 14 days of notification.