

General Enquiries

A **general enquiry** refers to correspondence sent to us seeking clarification about a general matter related to education. General enquiries tend to be about areas such as: ETI's guidance materials; organisations or services related to education; and, where to seek further help with issues. The enquiry may be expressing a query about an aspect of educational provision, education services or entitlement. These enquiries may not necessarily be about the work of ETI or its protocols and practices. We will respond either by telephone or by writing back to provide any useful information we may have, or we may suggest other sources of help.

Making a general enquiry

Who do I contact

- ETI's Inspection Services Team.

How

- By telephoning: 028 9127 9726.
- By email: eti@educaton-ni.gov.uk
- By writing to: ETI, Rathgael House, 43 Balloo Road, Rathgill, Bangor, BT19 7PR.

When

- Office hours: 8 am to 6 pm.
- We will endeavour to issue you with a response within two days.