

# Complaints

The Education Act (2010:800, Chap. 4, Sect. 8) requires there to be procedures for receiving and investigating complaints about the education provided. The chief rule is that the complaint should first be made to the appropriate principal, preschool manager or equivalent managerial function and then be referred to the head of Child Daycare and Education in the Welfare sector.

The Municipality of Götene should offer all children, pupils, students and families a good learning environment and high-quality education. This means that your opinions matter to us. Both so that we can rectify failings and shortcomings and so that we can develop our operations.

## The aim is:

- to give the individual more influence
- to be able to deal more speedily with such inadequacies as arise
- to give children and pupils greater legal consistency

## To whom do I address my complaints?

Turn first to the person, unit or department where the complaint belongs. At preschool and school this usually involves putting viewpoints to the staff concerned. If this does not solve the problem, or if contact seems too sensitive, the next step is to contact the preschool manager or the principal.

## Do I have to write?

If you wish to make a complaint concerning the education provided by the Municipality of Götene you can do this by e-mail, letter or phone.

It is easier if you put your complaint in writing. Your preschool or school unit can help you with this. You can use the form at the foot of this page.

## How long will I have to wait for an answer?

We want you to receive a reply quickly. Sometimes a complaint may be complicated or for other reasons require longer for us to examine.

## Procedure for handling claims in the area of child daycare and education

- Complaints received are registered and recorded and thus become public documents.
- It is decided who is to deal with the matter.
- A written reply is sent to the person who made the comment/complaint acknowledging receipt and stating who is dealing with it.

### What if I'm not satisfied with the reply?

Then you can ask a senior officer to review the case. He/she will go through the whole complaint to see if there are any unclear points or inaccuracies.

### What happens to the complaint?

All written complaints received are summarized in Child Daycare and Education in the Welfare sector as a part of its systematic quality work.

### Who can read my complaints?

In principle, anybody. It is important to know that anything you write to the municipality is a public document and nearly everything is public. In exceptional cases the document or parts of it may be classified as secret.

### Making contact

When you contact the municipal activity concerned, you state what the complaint or the comment is about, and how you wish to be contacted. It is all right to make a complaint anonymously but this means that we have no way of getting back to you with information on how we have dealt with your comments or complaints. In cases where you want a reply we need your e-mail address, phone number or postal address.

### Complaint about education in Götene Municipality

Mail name e-mail:

**Which is the school concerned \***

**Complaint \***

An empty rectangular text area with a thin border. It features a vertical scrollbar on the right side and a horizontal scrollbar at the bottom, both with standard arrow and track icons.

**Proposed action**

An empty rectangular text area with a thin border. It features a vertical scrollbar on the right side and a horizontal scrollbar at the bottom, both with standard arrow and track icons.

**Contact information**

Personal particulars question

Given name:

Surname:

Address:

Postal code:

Postal address:

Phone:

E-mail: