

## Routines for Handling of Complaints

The education system in Burlöv Municipality (preschool, play group, preschool class, childminders, compulsory schools, leisure-time centres, upper secondary schools, special education for adults, state adult education and Swedish for Immigrants (SFI).) views complaints as an opportunity to improve our operations. All complaints shall be handled in accordance with a common routine, and the person who has made a complaint will receive feedback within two weeks. In the long term, we think there is a possibility for the common routines to facilitate follow-up and statistics, which we can use to improve the quality of our operations.

### The objective of handling complaints is to:

- strengthen the influence of the user
- increase dialogue with the user
- facilitate simple and fast correction of the failings that may exist within our operations
- increase credibility and legitimacy of our operations by demonstrating that we take the user's views seriously
- increase the sense of quality within preschools and schools in the Burlöv Municipality

To put your complaint forward, you can either choose to speak directly with the person concerned, or alternatively you can use the form under 'Handling of Complaints' (Hantering av klagomål) on the municipality department's homepage.

### Handling of complaints

#### *Step 1*

At our school/preschool, we encourage all complaints about the operations or its staff, to initially be discussed directly with the member of staff concerned. Your complaint will be documented by the teacher who receives it.

#### *Step 2*

If you continue to have complaints after contact has been made with the school staff, please contact the responsible school or preschool head teacher. This also applies if, for any reason, you do not wish to contact the person concerned yourself. The head teacher will document your complaint, and then the member of staff concerned is contacted to gain his/her view on the matter. The school/preschool head teacher will organize a meeting with you and the member of staff concerned. Support people can also participate



if necessary. This may be staff from a student health body, social services or from our education services.

The meeting is documented, and if required an action plan is prepared. The action plan is signed by the participants at the meeting.

The school/preschool head teacher is responsible for ensuring follow-up is made within one month. This conversation is also documented.

### **Step 3**

The responsible authority (Child and Education Committee for Burlöv Municipality) holds local responsibility for compulsory schools, preschools and adult education. If problems arise that cannot be solved between you, the school staff and school management, you can turn to the responsible authority. Culture and Education Services for Burlöv Municipality You will receive feedback from the education services within ten days. If a meeting is called by the head of the education services with the concerned parties, this conversation will also be documented.

### **Step 4**

As a final alternative, you can turn to the Swedish Schools Inspectorate.

[www.skolinspektionen.se](http://www.skolinspektionen.se).

Rutin för klagomål fastställd  
BUN 2012-04-17, § 38 (BUN 2012/62)

Dokument reviderat 2016-08-11  
Ärende nr UKN/2016:413-609

