

## Handling of Complaints

The purpose of ISGR's procedures for the handling of complaints is to identify and prevent shortcomings within the organisation. According to the Education Act (2010:800) Chap. 4 Section 8, there should be written procedures at the school for receiving and investigating complaints about the education.

If you as a student or guardian believe that something does not meet your expectations of the school's education, you have the opportunity to make your complaint orally, when notes are taken, or in writing using the specified form.

Your written complaint will be documented and investigated by the school's management or another person that the management deems appropriate. Provided that the complaint is not submitted anonymously, you will receive a confirmation that the complaint has been received within 7 days. A written response will be provided when the investigation has finished, but no longer than 14 days.

The complaint will firstly be communicated to the person concerned. This will preferably be done through a discussion between the persons concerned in close connection to the incident(s) that led to the complaint being presented.

Complaints about the school's activities will be made in the following order:

1. Orally or in writing to the staff or tutor concerned
2. Orally or in writing to the principal or Deputy principal
3. In writing to the Principal
4. Addressing the concern to the Leadership & Governance team  
at: [leadershipgovernance@isgr.se](mailto:leadershipgovernance@isgr.se)
5. In writing to the Swedish Schools Inspectorate

## **The Complaint (Education Act, Chap. 28, Section 16)**

As a guardian you have the opportunity to complain about certain decisions taken by the Head.

The decisions that can be complained about are:

- Action programme
- Special support in special education groups
- Adapted curriculum

If you are dissatisfied with a decision and would like to complain you should consider the following:

- The complaint should arrive within 3 weeks from when the decision was taken.
- Write what decision you are complaining about, what change you want and why. If you want the Board of Appeal for Education to take note of certificates or other documents, you should send these too.
- Write name personal ID number and contact details
- Sign the complaint.

The complaint should be sent to

ISGR  
FAO: Head of School National Section or International Section  
Molinsgatan 6  
SE-411 33 Gothenburg  
Sweden

The Head of School, or the person the Head of School has designated considers the decision. If the decision is not changed as you wish, the Head forwards the appeal to the Board of Appeal for Education.

## ISGR

### The School's Internal Investigation into the Handling of Complaints

According to Chapter 4 Section 8 of the Education Act, there should be written procedures for receiving and investigating complaints about the education at the school.

- Pupils, parents or guardians who are dissatisfied and have a complaint about the education must firstly communicate the matter to the person involved and in close connection to the incident(s) that led to the complaint being made.
- The principal is responsible for, as soon as possible, conducting an investigation into the complaint about the circumstances that the complaint relates to and that necessary measures are taken to rectify any shortcomings. The Head is responsible for ensuring that those who complain are informed about how the confirmed shortcomings are rectified.
- The principal is responsible for ensuring that the complaint, investigation and measures taken are documented and that the documentation is stored in an appropriate manner.
- If those who complained are not satisfied with the measures taken by the Head the matter must be forwarded to the Head of School/CEO
- The Principal/MD then asks the Head to carry out an additional investigation and suggest appropriate measures. Furthermore, those who complained shall be informed about what measures are taken with reference to the complaint.

## Notification of complaint

<b>Date</b>	<b>The case concerns</b>
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<b>Department</b>	<b>Class</b>
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<b>Complaint</b>
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<b>Name</b>	<b>E-mail</b>	<b>Phone number</b>
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<b>Signature</b>	<b>Date</b>
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## School information

<b>The complaint has arrived (date)</b>
<b>Decision of responsible investigator</b>
<b>Confirmation sent (date)</b>
<b>Investigation shows</b>
<b>Any measures taken</b>
<b>Written reply sent (date)</b>
<b>The case is concluded (date)</b>