

Complaints Management Policy Swedish

The purpose of ISGR's complaints management procedures is to enable defects in the school's activities to be identified and prevented. In accordance with Chapter 4, section 8 of the Education Act (2010:800), written procedures must exist at a school for receiving and investigating complaints regarding the education provided by the school.

If, as a student or guardian, you consider that some aspect of the education provided by the school does not meet your expectations, you have the option of making your complaint verbally, with notes being taken, or in writing on the form intended for that purpose.

Your written complaint will be documented and investigated by the school management or other person that the management considers suitable. You will receive confirmation of receipt of your complaint within seven days, provided that the complaint was not submitted anonymously. A written response will be provided when the investigation has been completed, but within 14 days in any case.

Complaints must, in the first instance, be addressed to the person concerned. This must preferably be done by means of a discussion between the persons concerned a short time after the event or events that led to the complaint.

Complaints about the school's activities must be made to the following persons in this order:

1. Verbally or in writing to the member of staff or tutor concerned
2. Verbally or in writing to the head of school
3. In writing to the principal
4. By e-mail to the ISGR management team and the principal's representative Birgitta.Sandstrom.Barac@isgr.se with "Klagomål" [Complaint] as the subject line!
5. In writing to Skolinspektionen i Göteborg- Gårdavägen 1, 412 50 Göteborg

Appeals (Chapter 28, section 16 of the Education Act)

As a guardian, you have the option of appealing against certain decisions made by the head of school.

The following decisions may be appealed:

- Action programmes
- Specific support in a specific teaching group
- Customised study paths

If you are dissatisfied with a decision and choose to appeal against it, you must bear in mind that:

- The appeal must have been lodged within three weeks from when you received the decision.
- Write which decision you are appealing against, what change you would like and why. If you want Skolväsendets Överklagandenämnd [the Board of Appeal for Education] to consider certificates or other documents, you must also send them.
- Write your name, personal identity number and contact details.
- Sign the appeal.


The appeal must be sent to:

ISGR

Att: Rektor Nationella Sektionen, or Principal International Section

Molinsgatan 6
411 33 Göteborg

The Head of School or the person appointed by the head of school will review the decision. If the decision is not amended as you would like, the principal will forward the appeal to the Board of Appeal for Education.



ISGR

The school's internal investigation into Complaints Management

In accordance with Chapter 4, section 8 of the Education Act, written procedures must exist for receiving and investigating complaints regarding the education provided by the school.

- Students, parents or guardians who are dissatisfied and wish to make a complaint regarding the education provided by the school must in the first instance communicate with the person concerned regarding the matter a short time after the event or events that led to the complaint.
 - The head of school is responsible for ensuring that an investigation is carried out as soon as possible into the circumstances to which the complaint relates and that necessary action is taken to remedy any defects. The head of school is responsible for informing the person making the complaint of the way in which the defects have been remedied.
 - The head of school is responsible for ensuring that the complaint, the investigation and the actions are documented and that the documentation is saved in an appropriate manner.
 - If the persons making the complaint are not satisfied with the action taken by the head of school, the matter must be referred to the principal/CEO
 - The principal/CEO then asks the head of school to carry out a supplementary investigation and proposes appropriate action. Furthermore, the person making the complaint is informed of what action has been taken in response to the complaint.
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