



Askersunds

K O M M U N

*Barn- och utbildnings-
förvaltningen*

Complaint about our preschools, schools or after school programmes?

If you are dissatisfied with anything relating to our preschools, schools or after school programmes, or if you feel that the standards set by the Swedish law concerning the preschools, schools or after school programmes are not met, you can leave a formal complaint. Formal complaints can help us better the quality of our education and is important for our progress and continuous work with ensuring high quality in our preschools, schools and after school programmes.

1. Contact the preschool, school or after school programme

If you have a complaint or is dissatisfied with any aspect of the preschool, school or after school programme you are recommended to first turn to your preschool teacher or school teacher. If you feel that the complaint still stands after this first contact, you can turn to the principal.

2. Contact the principal

Talk to the principal about what you are dissatisfied with. If there are flaws that need attention the principal needs some time to improve the situation and get back to you with information. If you, despite having had contact with the principal, is still not satisfied with the quality of the education you can turn to the head principal of the department of education.

3. Contact the head principal

After having had contact with a preschool teacher, teacher, or the principal, and you still feel like there are issues to be resolved, you can turn directly to the head principal. You can leave your complaint either through post, e-mail or by phone and a mandatory will be in contact with you. It is important to recognise that all complaints will be registered. This means that your complaint will become a public document that any person can ask to receive a copy of. The complaint will go through secrecy examination and all identifiable or sensitive personal information will be removed. You can leave an anonymous complaint, but if you do so you cannot be contacted with information about your complaint.

What happens after I lodge a complaint?

We will contact you and confirm that your complaint has been registered. You will be contacted in writing by post or e-mail. Your complaint will then be investigated within a month and you will receive an update concerning your complaint. A mandatory might contact you during the investigation depending on the nature of your complaint. When the investigation is done you will get a written copy of the investigation sent to your home address. If you have left an anonymous complaint, no such copy can be sent to you.

You can contact a mandatory at the head principal office in the following ways:



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*Barn- och utbildnings-
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Telephone: 0583-813 06

E-mail: elin.weiss@askersund.se

Post: Barn- och utbildningsförvaltningen

Stöökagatan 8, 696 82

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If you are not satisfied with the investigation done by the head principal and you are of the opinion that the preschool, school or after school programme does not follow the rules and laws governing the Swedish school system, you can contact the Swedish Schools Inspectorate. You can lodge a digital complaint at skolinspektionen.se.