

## Compliment and Complaint Procedure – for pupils, parents/carers

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*If you feel you have a reason to pay a compliment to a member of staff or the school or complain about something that concerns you we would ask you to take the following steps:*

1. If you wish to tell staff or the school about something they or we have done well then please use tell us. You can also use the attached form, or the kommun form.
2. If you are unhappy begin by talking about your worry to the person concerned. This should be done as soon as possible so that a resolution to any problems can be found. Misunderstandings can also be eliminated.
  - a. All staff will talk with you to resolve any concerns that you may have. Staff will always complete a form to record your complaint and its resolution. These are sent to the head and kept as a record.
3. If you are unhappy with the outcome of your talk then you can either talk to another member of staff or you can put your complaint in writing. Whichever way you choose to send your concerns it will be investigated further. You will find a form on our website under the heading Complaints. Or you can use the attached copy.
  - a. The kommun also have a feedback and complaints procedure on their website <http://goo.gl/8CqWD>
  - b. We will continue to work with you to resolve your concerns.

*Remember it is always better to talk.*

# Compliment and Complaint form

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Please write the details of your compliments or concerns in the box below. Give the form or e-mail to Rebecka Dahlberg, School Administrator.

- Please include all relevant factual details i.e. names, dates and times.
- You will receive an acknowledgment of us receiving the compliment or complaint.
- We will deal your compliment or complaint as quickly as we can by:
  - Passing on your good thoughts and thanks to the person or school as a whole
  - Talking to the staff concerned and gathering information
  - Talking with you to discuss an appropriate way forward where you have a concern