

## **Complaint about organization and implementation of education**

### **1.0 Introduction**

This procedure applies to handling complaints from students/parents about the school's organization and implementation of education. In some cases, a complaint about education may also involve the student's school environment, according to Chapter 12 of the Education Act. See a separate procedure description regarding this.

### **2.0 General principle**

All complaints should be resolved at the lowest possible level.

### **3.0 Purpose of the procedure**

- Create acceptance and space for complaints regarding the organization and implementation of education to be addressed.
- Ensure a solution-oriented dialogue.
- Provide students and staff with security and predictability in such matters.
- Find good solutions that increase well-being and safety, thereby improving the learning environment.
- Contribute to ensuring equal treatment of complaints, regardless of the school.

## **Procedure for handling complaints about education**

### **Step 1: As a main principle, a complaint should be addressed with the person concerned**

- The complaint can be made orally or in writing by the student or parent, or by others with a legal interest in the complaint according to the Public Administration Act (hereafter referred to as "student/parent").
- If a complaint is not resolved at the lowest level, or if the student/parent does not find it possible to address the matter directly with the person concerned, the procedure is activated, and the matter is escalated to Step 2.

### **Step 2: The student/parent seeks advice from the principal or department head for assistance**

- The principal must assess in all cases whether the inquiry concerns educational matters or if it also involves the student's school environment according to Chapter 12 of the Education Act. If the incident, reported orally or in writing, involves the student's school environment according to Chapter 12, the principal must investigate the matter and ensure that a written plan for actions to be taken is prepared. See Step 3 of the procedure.
- It must be clarified whether it is a class, group, or individual student behind the complaint.
- The principal or department head assists in resolving the matter.
- If the matter is not resolved, and the complaint has been oral, a formal written complaint can be submitted. The school should assist in drafting the complaint if necessary. A written complaint should:
  - mention the issue or decision being complained about
  - mention the reasons supporting the complaint
  - mention the desired change
  - be signed by the complainant or their parent/guardian or representative

**Step 3: The written complaint goes to the principal**

The principal is responsible for communicating the complaint to the person concerned as soon as possible. The principal thoroughly reviews all aspects of the matter, handles the complaint as soon as possible, and makes a written decision in the case.

*If the complaint only concerns purely educational matters, the procedure ends here.*