

Complaints about Happy Kids



In accordance with chapter 4. § 8 of The Education Act, there should be written procedures for receiving and investigating complaints and feedback as to how we work. On this form, you have the opportunity to leave any comments and complaints. You can either do this anonymously or by leaving your name. If you choose to leave your name we will get back to you and tell you what measures we have taken or intend to take. Any complaints or comments should be sent to Happy Kids, Glasbjörksgatan 7, 431 69 Mölndal or to be dropped off in the mailboxes at the pre-schools

- The routines for making complaints must be displayed in writing.
- The procedures should be communicated to children and parents so that they receive information on how they can make a complaint if they wish to do so (for example by providing information on the pre-school website).
- The procedures should include a description on how and to whom complaints can be left to.
- The complaint should be submitted to the person/people responsible for the pre-school.
- Anyone who has complained should receive a response that the complaint has been received and what actions have been, or will be taken.
- The pre-school will take appropriate action if it turns out that there are shortcomings in how things are done.
- Any upheld complaint should be taken into consideration in the pre-school's systematic quality work.

Date: _____ Källered Kungsbacka

What is the matter of the complaint?

Suggested solution:

Contact information (optional) *You will be contacted within two weeks*

Name:

Address:

Phone:

E-mail:

Submitted in writing or to be sent to Happy Kids, Glasbjörksgatan 7, 431 69 Mölndal.

Källered: The red mailbox inside the front doors of the building.

Kungsbacka: The white mailbox outside the building, Smörhålevägen 5c.