



## **Complaint Handling Procedures – Futuraskolan – 2022-2023**

### **What is a complaint?**

When we refer to a complaint we refer to any dissatisfaction that demands a response. If a person contacts Futuraskolan with a complaint it will always be handled as a complaint regardless of what collateral members of the organization think about it. Complaints come from unfulfilled expectations and lack of expected attitudes. All complaints will be handled anonymously unless the person who conveys the complaint directs the investigator otherwise.

### **How can one formally make a complaint?**

1. Orally directly to any Futuraskolan manager
2. By telephone to any Futuraskolan manager
3. Written by e-mail, letter or form

### **What happens when a complaint is lodged?**

After receiving and registering a complaint you will be contacted within 2 weeks to be informed about which procedures were taken to investigate the details surrounding the complaint and what measures were taken to address it. Our aim is to manage the complaint in a way that is to your satisfaction.

At least once a year the units' manager will gather all of the registered complaints and will come up with a plan to prevent those in the future.

If someone feels that complaints weren't handled in a in a professional and proper way please contact the CEO (Tom Callahan) at 0767-23 21 91