



Futuraskolan  
International

# Complaint Investigation and Documentation Procedures

Futuraskolan AB



## **Complaint Investigation and Documentation Procedures – Futuraskolan – 2024-2025**

### **Bullying, harassment and other insulting treatment of students at Futuraskolan.**

Bullying means that one, but more often several, people systematically, during a period of time harass one or several people physically and/or psychologically. Bullying can occur between students or between teachers and students.

#### **Preventative measures taken to address this concern:**

Rules of conduct

Twice monthly Year Level meetings

Weekly Student Care meetings and Anti-Mobbing meetings

Topic addressed within the teaching curriculum

#### **Actions:**

When students feel bullied, harassed or in some other way treated insultingly by other students at Futuraskolan the process outlined above will be initiated. As well, the rektor must be informed and the following course of action will take place.

1. Contact a teacher, mentor or the rektor.
2. Rektor investigates the suspected bullying, harassment or other insulting behaviour.
3. Contact is to be made with the person who submitted the complaint and with the targeted student or students to obtain further information. If bullying or other insulting behaviour is established the parents of the students involved will be contacted.
4. A time is set for a meeting with those suspected of being insulted or bullied. The relevant teachers and the mentor are informed.
5. Individual meetings with the person or people suspected of having targeted someone for bullying, harassment or insulting behavior.
6. Observation is made of the actual students involved. Contact is made with the person/people targeted for insulting or bullying.
7. Individual follow-up meetings with those involved after approximately a week. Time can depend on the situation and the outcome of the meetings with those involved.
8. The Principal and parents are informed of the results of the meetings.
9. The School Management reports more serious cases to the Swedish Work Environment Authority (Arbetsmiljöverket). A police report can be submitted by the Student care Coordinator if the incident

is of a criminal nature.

10. If the agreed actions are not followed or do not achieve the desired result a decision is made with regards to continued line of action after the follow-up meetings. Actions that may be applicable in more serious cases include moving a student.

Deviation from the above procedures is made where applicable. This decision is made by the anti-bullying contact people. Alternative action that may be applicable can be class meetings. A decision about alternative action is made upon the collection of information (see point three above). The incident and outcome is fully documented in an Incident Report and reported to the CEO.

**When a student feels they have are being bullied, harassed or in some other way treated insultingly by personnel at Futuraskolan:**

1. When a student feels they are being bullied, harassed, or in any other way, insulted by personnel at Futuraskolan, the Principal or Preschool Principal is contacted.

2. Contact is made by the Principal with the person who submitted the complaint and with the targeted student or students to obtain further information. If mobbing or other insulting behaviour is established the parents are contacted.

3. Individual meetings are held with the Principal and the person or persons suspected of subjecting someone to bullying, harassment or insulting behaviour.

4. Individual follow-up meetings are held with the Principal and those involved after approximately a week. The time is determined by the situation and the outcome of the meetings with those involved.

5. Parents are informed by the Principal of the meeting's outcome.

6. If the agreed action is not followed or if they do not have the desired result a decision will be made regarding continued line of action, by the Principal after the follow-up meetings.

The incident will be thoroughly documented. An action plan will be written. Documentation of the incident is filed with the CEO.

If a student feels they are being bullied by the school's Principal they should turn to the mentor or Counsellor. The line of action followed will be similar to those above.

### **Distribution or Publication of Discrimination Materials or messages**

At the Futuraskolan no racist, xenophobic, sexist or other insulting symbols will be accepted. Neither will any music with this sort of message.

### **Preventative measures taken to address this concern:**

Rules of conduct

Twice monthly Year Level meetings

Weekly Student Care meetings and Anti-Mobbing meetings

Topic addressed within the teaching curriculum

### **Action:**

1. In the event of distribution of racist, xenophobic or other discrimination material such as flyers or posters, all personnel at the school have a responsibility to immediately stop the distribution. The school management is to be immediately informed of the material and who has distributed it. The parents of the concerned parties are informed.
2. If anyone at the school carries racist, xenophobic or other discriminating symbols or plays music with the same message it is the personnel's responsibility to tell the person it is not permitted and report it to the school management, who will determine any possible action such as a police report.
3. Staff at the school are to intervene if anyone uses swear words with a racist, xenophobic or discriminating meaning. The event is to be reported to the school management.
4. School management will determine action such as contacting the Anti-bullying Team (see above Action in the event of bullying ... ), contact with guardians, information to relevant teachers, involvement by Student Care, a police report.
5. The person targeted for racism, xenophobia or discrimination is given the opportunity to have counselling sessions with the Counsellor at the school. Counselling sessions with the parents may also be appropriate.
6. In the event of school personnel expressing xenophobia, racism or discrimination the matter shall be reported immediately to the school management who is responsible for the matter.
7. The incident and proceedings will be thoroughly documented and filed with the CEO.