



Complaint Form – the Department of Children and Education – the DCE

Source of complaint (school, etc.)

Details of complaint:

Attach continuation sheet if necessary

I wish to remain anonymous

To be able to give you feedback we need your name, address (e.g. email) or phone number. You can remain anonymous, but then we cannot contact you for feedback.

Contact information (if you want feedback)

First and family name:

Street

Postal code and city:

Phone:

E-mail:

Your complaint helps us to improve

The purpose of our complaint management is to find out about and attend to shortcomings and thereby improving our activities. At the same time, citizens get the opportunity to influence our work.

If we, at our activity assessments or after complaints, find deficiencies, the responsible officer will be obliged to take necessary measures. According to the Education Act (2010:800) Ch 4 article 8 and Ch 25 article 8, the DCE is bound in law to establish written routines on how to receive and investigate educational complaints within pre-schools, schools, leisure-time centres and other pedagogical activities.

We are also obliged to give information on these routines to children, students, legal guardians and our own organisation to let people know how to lodge a complaint.

To whom do I make my complaint?

The first thing to do is to turn to the activity concerned and the responsible officer. You can also address the office of the DCE.

This is how to lodge your complaint!

- complete a form on the web
- send an e-mail
- use the appropriate paper form
- send a letter
- talk to us

How is my complaint handled?

Your complaint is promptly handled by those concerned and within ten days you should receive relevant feedback. The principle of public access to official documents is applied when citizens contact us. This means that all correspondence with the Municipality of Nynäshamn becomes public documents and can be read by anybody.

Ditt klagomål skickar eller lämnar du till:

Gröndalsskolan	Svandammsskolan	Viaskolan	Vanstaskolan	Sunnerbyskolan
Idunvägen 23	Järnvägsgatan 9	Skolgatan 35-37	Box 40, Centrum	Carl Bondes väg 12
149 31 Nynäshamn	149 31 Nynäshamn	149 30 Nynäshamn	148 21 Ösmo	148 71 Sorunda
grondalsskolan@ nynashamn.se	svandammsskolan@ nynashamn.se	viaskolan@ nynashamn.se	vanstaskolan@ nynashamn.se	sunnerbyskolan@ nynashamn.se

Gymnasiet (Upper Secondary School)	NKC (Adult Education)	The DCE Including pre-schools
Kvarnvägen 4	Idunvägen 1	Stadshusplatsen 1
149 45 Nynäshamn	149 45 Nynäshamn	149 81 Nynäshamn
gymnasiet@ nynashamn.se	nkc@nynashamn.se	barn-och- utbildningsnamnden@nynashamn.se