

## Complaint handling routine

Feedback concerning your and your child's experiences in our daycare is valuable to us. If you wish to complain or suggest improvements we kindly ask you to fill out this form and send it to: [info@ulna.se](mailto:info@ulna.se) or by regular mail to: ULNA AB att Verksamhetschef, Kardanvägen 37, 461 38 Trollhättan.

### What happens with a complaint handed in to ULNA AB?

- Once a complaint has been delivered to ULNA AB we will contact you within four workdays to let you know that we have received your matter. The head of operations appoints the person who will investigate the circumstances concerning the complaint.
- The person responsible for the investigation will contact you within ten workdays to let you know how your matter will be handled. If you choose to be contacted by regular mail it may take another few days. The investigation will be documented.
- Once the investigation and documentation is completed the principal will report back to the head of operations. The documentation will be archived at the head office.

### Down below you can complain or suggest improvements.

Preschool: \_\_\_\_\_ Department: \_\_\_\_\_ Date: \_\_\_\_\_

What kind of feedback would you like to give us

- Complaint
- Suggest improvements

Write your feedback here. Please enter date, time and, if possible, the name of the person in question if your feedback concerns a certain incident.

If you want an answer to your matter you must fill in your contact details. You can choose to get your answer on e-mail or regular mail.

Name: \_\_\_\_\_ E-mail \_\_\_\_\_

Address: \_\_\_\_\_ Postal code and city: \_\_\_\_\_

Should you not be satisfied with the handling from ULNA AB we refer to the municipality's supervisory unit: *tillsynsenheten*. If it concerns discrimination or abusive treatment we refer to: Barn- och elevombudet, <https://beo.skolinspektionen.se/>