

Routines regarding complaints at Fantasia Förskola

We who work at Fantasia Förskola want you to let us know if you have any complaints or feedback.

If you have a complaint regarding Fantasia Förskola, you can let us know the following ways:

Step 1

The first step is to let the staff know if you have any complaints or feedback. You can talk directly with the staff at your children's unit. You can leave your complaint verbally or written down.

Step 2

The staff receives your complaint. After that, the staff passes on the information to the principal to get their point of view on the matter. The staff is responsible to return to the parent with feedback within 14 days.

Step 3

If you are not happy with the response after step 2, you can personally contact the principal, who then call a meeting with the persons involved.

You can also be anonymous when you leave your complaint, but then you will not get any feedback from us regarding the matter but we will of course take your comments to heart.

Step 4

If you still don't feel like you are happy with the response, you can contact the School and Leisure administration in Helsingborg. The number is 042-10 50 00

Phone numbers to the departments

Pluto Blå: 073-514 40 22

Pluto Röd: 073-514 40 24

Pluto Grön: 073-514 40 21

Knattarna Blå: 073-514 40 27

Knattarna Röd: 073-514 40 25

Knattarna Grön: 073-514 40 23

Pinocchio: 073-514 40 20

Principal: 072-328 15 02