



Viking International Complaints Policy (Klagepolitik)

Effective Date: 1 January 2025

Last Reviewed: June 2026

1. Purpose

The purpose of this Complaints Policy is to ensure that all concerns and complaints are handled:

- **Fairly, respectfully, and impartially**
- **Promptly and with transparency**
- **In accordance with Danish law**, including Barnets Lov, Undervisningsmiljøloven, and Friskoleloven
- With full respect for **the rights of the child**
- In a manner that supports a positive and safe learning environment

This policy provides a clear process for students, parents, and guardians to raise concerns and receive appropriate responses.

VIS encourages informal resolution where possible, but provides clear pathways for formal complaints when needed.

2. Scope

This policy applies to complaints relating to:

- Teaching and learning
- Student well-being, behaviour, and safety
- Staff conduct
- Communication
- Bullying or harassment
- School processes, organisation, or administration

This policy does **not** apply to:

- GDPR requests (handled under the Data Protection Policy)
- Child protection concerns (handled under the Safeguarding Policy; may require statutory reporting)
- Staff employment disputes (handled under HR procedures)

3. Principles (Administrative Fairness & Transparency)

VIS handles all complaints according to the following principles:

- **Respect** for all parties
- **Impartial investigation** (no conflict of interest)
- **Right to be heard**
- **Right to submit additional information** before a decision is made
- **Right to a written explanation of the decision**
- **Confidentiality**, within the limits of proper investigation
- **Timely responses**
- **Documentation at every stage**
- **No retaliation** against complainants or witnesses
- **Child-centred approach** (Barnets Lov – barnets bedste)

4. Informal Resolution (Stage 0)

VIS encourages concerns to be resolved informally whenever appropriate.

Parents and students may contact:

- **The class teacher** (classroom concerns)
- **Subject teacher** (subject-specific matters)
- **SFO leader** (after-school matters)
- **Administration** (general questions)

Staff will respond within **5 working days**.

If the concern remains unresolved, or if the matter is serious, parents may proceed to Stage 1.

5. Formal Complaint to School Leadership (Stage 1)

Formal complaints must be submitted **in writing** to:
School Leadership leader@vikinginternational.dk

The complaint should include:

- Student name
- Description of the issue
- Dates and relevant information
- Actions already taken to resolve the matter
- Supporting documents (if any)

Leadership Responsibilities

Within **5 working days**, VIS will:

- Acknowledge receipt

Investigation

The school leadership will:

- Gather information
- Speak to relevant staff, students, or parents
- Review documentation
- Consider the child's best interests (Barnets Lov)
- Allow the complainant to submit **additional evidence** before a decision

Outcome

Within **10 working days**, VIS will provide a **written decision**.

6. Complaints About the School Leader

If the complaint concerns **the School Leader**, parents must write directly to:

Chair of the Board of Directors: soren.pap-tolstrup@micro-matic.com

The School Leader will not be involved in the case.

The Board of Directors will handle the investigation.

7. Complaint to the Board of Directors (Stage 2)

If a parent or student is not satisfied with the Stage 1 decision, they may escalate to:

Chair of the Board

The Board will:

- Acknowledge the complaint within **10 working days**
- Review all documentation
- Allow the complainant to submit further information
- Ensure impartial assessment
- Consult external specialists if needed
- Issue a **written decision** within **20 working days** (or explain delays for complex cases)

Board decisions are final within the school's internal governance.

8. External Complaint Options (Stage 3)

Certain matters may be referred externally.

8.1 Bullying Complaints

If bullying has not been handled in accordance with VIS's Anti-Bullying Strategy, parents may contact:

DCUM (Den Nationale Klageinstans mod Mobning)

<https://dcum.dk/klagevejledning>

DCUM decisions are final.

8.2 Safeguarding / Child Protection

If there is concern a child may need support or protection, parents or staff may contact:

Børn og Familie – the local Kommune

This is not a complaint, but a statutory underretning under Serviceloven §153.

8.3 Data Protection (GDPR)

Complaints about data processing should be directed to:

- **VIS Data Protection Officer (DPO)**
- **Datatilsynet**

8.4 Workplace Harassment (Adults)

Staff may contact:

- **Arbejdstilsynet**
- VIS HR procedures

9. Documentation & GDPR

VIS will document:

- Complaint submissions
- Communication timelines
- Investigative steps
- Decisions and rationale
- Action plans and follow-up
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Retention:

- Complaints relating to student welfare/safety → **kept until the child turns 30**
- Administrative complaints → **kept for 5 years**
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All processing follows GDPR Articles 6 & 9 and VIS's Data Protection Policy.

10. Child Participation (Barnets Lov)

Students involved in complaints that affect them have the right to:

- Be heard in an age-appropriate manner
- Have their views considered
- Receive explanations appropriate to their age
- Have decisions made with their **best interest** as the primary consideration

11. No Retaliation

VIS does not permit any retaliation or negative consequences toward:

- Complainants
- Students
- Parents
- Staff
- Witnesses

Any such behaviour will result in disciplinary action.