

NEFERTARI INTERNATIONAL SCHOOL, CAIRO, EGYPT AMERICAN & BRITISH DIVISIONS



NIS COMPLAINT POLICY

NIS GUIDING STATEMENTS

NIS MISSION STATEMENT

Nefertari International School American and British Divisions Cairo, Egypt provides its students with quality education, qualified teachers and challenging programs of International Education while maintaining their cultural identity as Egyptians. NIS strives to create a disciplined, safe, happy and caring atmosphere that encourages students to be responsible, confident, compassionate, and well informed citizens who contribute to their local and international community.

WE STRIVE FOR EXCELLENCE

NIS VISION STATEMENT

Striving for Excellence by setting high levels of expectations for students and staff performance.

NIS CORE VALUES

- Responsibility; understanding rights and duties.
- Respect
- Honesty
- Compassion
- Ambition

NIS PHILOSOPHY

- **ACHIEVEMENT** **We** are ambitious. We set high standards for all students and staff. We help people transform their lives through education, experience, support and inspiration.
- **INCLUSION** **We** are open, welcoming, supportive and fair to all school community members.
- **EXCELLENCE** **We** aim for excellence in all our teaching, learning and assessment, and across our campus and facilities.
- **FOCUS** **We** are professional and purposeful. Working towards our shared strategic goals and managing our resources well.
- **INTEGRITY** **We** work to uphold our values in our planning and decision-making, our teaching and learning, our actions and relationships.
We aim to be fair, open, honest and to treat all with respect.

PRINCIPLES

NIS encourages the Open Door Policy as essential part of our daily procedures. We value and enhance positive and constructive communication amongst all parties of the school community. We form a triangle where the parents; the administration and teachers are the three sides while the student is in the heart of this triangle. We are **striving** to maintain a continuous circle of trust.

NIS staff work hard and are dedicated to implement the school mission at all levels across the school. However, we believe that no school is perfect and that despite all our best efforts, things may on occasion go wrong. When this happens, it is in the interests of all parties that concerns/ complaints are raised as soon as they occur.

The school recognizes the difference between '**concerns**' which will generally be dealt with informally and '**complaints**' which will be subject to a formal procedure.

NIS Complaint Policy sets out the process the parents should follow if they wish to discuss a concern or progress a formal complaint with the school.

Throughout the process the school will be willing to:

- listen
- learn
- collect data
- admit mistakes if appropriate
- apologize if appropriate
- address any issues raised
- modify school practice if appropriate

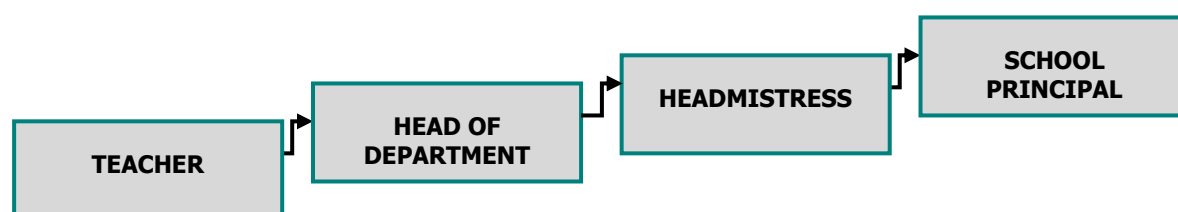


Complaints/ Concerns, whether received from the parents or students, will be addressed with urgency and thoroughness according to the procedures mentioned in this document. If matters were not resolved to the satisfaction of all parties, the dissatisfied party might wish to go to the Chairperson.

CONFIDENTIALITY

Parents can be assured that all concerns, complaints and investigations will be treated seriously and confidentially. Correspondence, statements and records will be kept confidential except where disclosure is required in the course of the School's inspection; or where any other legal obligation prevails.

SCHOOL HIERARCHY OF COMPLAINTS



FLOWCHART: SUMMARY OF DEALING WITH COMPLAINTS

