



Complaints policy and procedure	سياسة و الية الشكاوى
<p>At Cordoba International Kindergarten we deeply believe that self-development is crucial and that this can be achieved in different ways, one of them being taking parents' suggestions and complaints into consideration. Therefore, a committee to its proper follow-up has been established.</p>	<p>تؤمن روضة قرطبة الدولية بتطور ذاتي بطرق مختلفة، ومن أساسياتها أخذ شكاوى أولياء الأمور بالاعتبار. لذا أسسنا لجنة لمتابعة شكاوى أولياء الأمور.</p>
<p>The mechanism is as follows: 1- Parents have been informed of the possibility of contacting us through the landline number (44172447) or mobile (30570778).</p>	<p>والآلية كالتالي: ١- تم إبلاغ الأهالي بإمكانية التواصل معنا عن طريق الرقم الأرضي (٤٤١٧٢٤٤٧) أو الجوال (٣٠٥٧٠٧٧٨).</p>
<p>2- The secretary receives the complaint and forwards it to the person responsible: • If the complaint is related to health issues (the kindergarten nurse will be informed). • If the complaint is related to transportation issues (first, it is transferred to the bus supervisor, and she must inform the principal afterwards).</p>	<p>٢- تستقبل السكرتيرة الشكاوى ويتم تحويلها للشخص المسؤول: • إذا كانت الشكاوى أمور صحية (تحويل للممرضة الروضة). • إذا كانت الشكاوى تخص أمور المواصلات (أولاً يتم تحويلها لمسؤولة الحافلات وعليها إبلاغ المديرية بعد ذلك).</p>

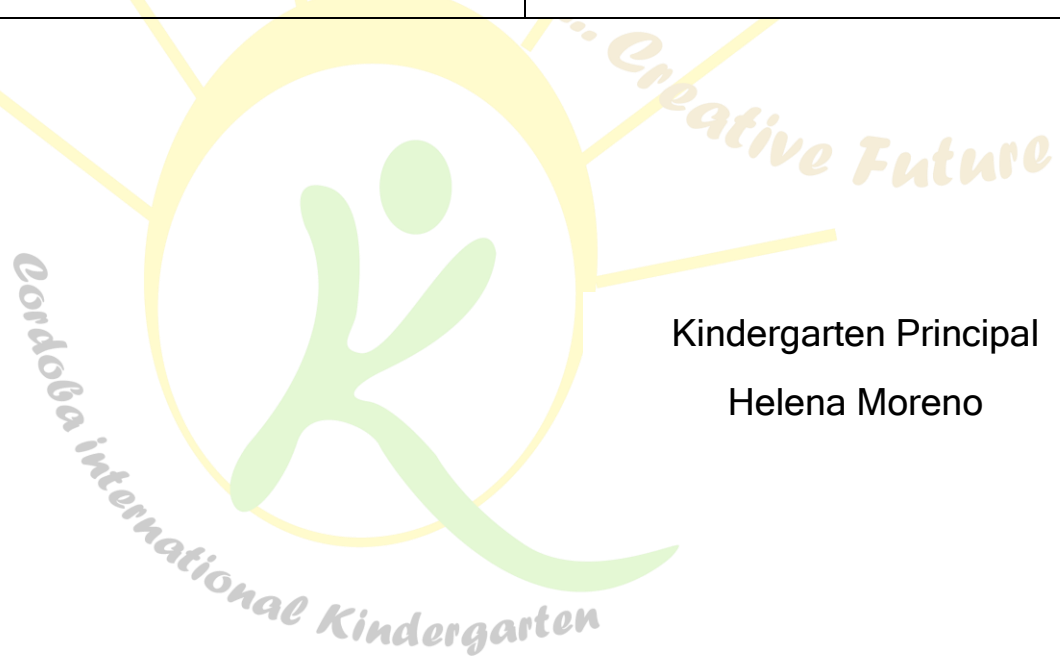
**Vision:** Our kindergarten aspires to prepare children from the age of 3 to 5 years with positive attitude towards learning, skills and knowledge which will qualify them to enter the primary stage with strong Islamic values and behaviours

**Mission:** To provide an enabling environment where children aged between 3 and 5 can develop, learn and raise in self- confidence with resourcefully planned child led and adult led activities.

(Complaints Procedures)

# Cordoba International Kindergarten

<ul style="list-style-type: none"><li>• For academic issues (the complaint will be transferred to the kindergarten coordinator, and she will inform the principal at a later time).</li><li>- The guardian can request to contact the principal directly if necessary.</li></ul>	<ul style="list-style-type: none"><li>• أمور أكاديمية (يتم تحويلها لمنسقة الروضة وعليها إبلاغ المديرية بعد ذلك).</li><li>- يمكن لولي الأمر طلب التواصل مع المديرية مباشرة إن كان الأمر يستدعي ذلك.</li></ul>
2- Parents have been informed of this information via WhatsApp message	٣- تم إبلاغ أولياء الأمور عن طريق رسالة WhatsApp بذلك
4 - Contact numbers for complaints have been placed at the front entrance of the kindergarten.	٥- تم وضع أرقام التواصل والشكاوي على بوابة الروضة.



Kindergarten Principal  
Helena Moreno

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