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Student and Parent Handbook



01097447798- 01097448876



www.bvi-school.com



New Fayoum -
Touristic zone - block 10

VISION & MISSION



VISION

To bring about a new meaning of quality education through empowering every student with the right to learn, grow, and lead. Bright Vision American School aims to set new standards for our local community by nurturing mindful, compassionate citizens and future leaders who will shape a brighter future for all.

MISSION

At Bright Vision American School, our mission is to provide a world-class, hands-on education that nurtures innovation and strong values. Ensuring a supportive and inclusive environment, we strive to unlock each student's potential and equip them with knowledge and skills to become life-long learners. We are committed to elevating our local community and preparing a generation capable of leading a brighter future.

B Believe in Yourself and Embrace Others

R Reach Higher Horizons

I Imagine Possibilities

G Grow Mindfully

H Help with Kindness

T Take Responsibility

CORE VALUES



1. Welcome Letter

Dear Students and Parents,

Welcome to Bright Vision International School – a place where education is not just about books and exams, but about growth, discovery, and transformation.

As we begin this exciting academic year, we are thrilled to have you as part of our BVIS family. You are joining a vibrant learning community where every student is valued, respected, and encouraged to thrive. Our mission is to provide an education that ignites curiosity, builds character, and prepares students to lead with confidence in a rapidly changing world.

At BVIS, we believe that education is a shared journey between school and home. This handbook has been thoughtfully created to help you understand the values, expectations, and daily routines that shape our school life. It is more than a set of rules — it is a reflection of the caring, structured, and inclusive environment we are proud to offer.

As educators, we are committed to delivering a high-quality American curriculum, guided by our core values of integrity, respect, responsibility, excellence, and collaboration. As parents, your partnership is vital. As students, your voice matters, your effort is seen, and your potential is limitless.

Let us work together to make this year a chapter of achievement, joy, and meaningful experiences for all.

We are honored to be part of your child's journey and look forward to a remarkable year ahead.

2. Admissions Policies

The admissions policy at Bright Vision International School (BVIS) ensures a fair, inclusive, and transparent process that aligns with our mission of providing quality education to all eligible students. We strive to welcome students from diverse backgrounds who are able to thrive in our academic environment.

2.1 Admission Criteria

Admissions decisions are based on a holistic evaluation of each applicant's academic background, behavior, language proficiency, and alignment with the school's values.

General Criteria:

- Students must demonstrate age-appropriate academic ability and social development.
- The family must demonstrate a commitment to the school's mission, values, and policies.
- The school reserves the right to evaluate candidates for suitability, including placement testing and interviews.

Priority Consideration Will Be Given To:

- Siblings of currently enrolled students.
- Children of staff members.
- Returning students (if spaces are available).
- Students transferring from other accredited international or American curriculum schools.

2.2 Grade Placement Guidelines

Students are placed according to:

- Age eligibility (based on the cut-off date of October 1st, as required by the Ministry of Education)
- Previous schooling records
- Academic assessments and teacher interviews

Placement is finalized by the Admissions Committee, with approval from the Principal.

2.3 Admission Process

1. Inquiry & School Tour: Families are invited to meet with the Admissions Officer and tour the campus.
2. Application Form: Completed online, with all required documents.
3. Assessment:
 - Academic assessment for Grades 1–12
 - Language proficiency screening.
 - Kindergarten applicants are observed in a play-based setting.
4. Interview: With the child and parents to ensure shared educational goals.
5. Review & Decision: The Admissions Committee reviews all materials and communicates a decision within 5 working days.
6. Enrollment: Upon acceptance, parents complete the registration process and pay the non-refundable registration fee.

2.4 Required Documentation

- Completed Application Form
- Copy of birth certificate
- Passport and/or national ID (child and parents)
- Academic reports from the past years
- Transfer certificate from previous school
- Immunization records
- six recent passport-sized photographs
- Proof of residence.
- Custody papers (if applicable)

2.5 Admission for Students with Special Needs

Bright Vision International School supports inclusive education and evaluates each case individually.

While we strive to accommodate various learning needs, admission is subject to:

- Availability of support staff/resources
- Capacity of the current inclusion program
- External assessment reports and ILPs (if applicable)

Parents are expected to disclose all relevant information at the time of application. Failure to do so may result in re-evaluation or reversal of admission.

2.6 English Language Learners (ESL) Admission

Students with limited English proficiency are welcome at BVIS and will be supported through our ESL program.

ESL Admission Includes:

- English proficiency screening during the assessment process
- Determination of ESL support level (Beginner, Intermediate, Advanced)
- Ongoing progress monitoring and integrated language support

Students at the beginner level may be placed in a modified learning plan during the summer and their first semester, with regular parent communication.

2.7 Probationary Admission

New students may be admitted on a one-term probationary basis in the following cases:

- Concerns regarding behavior, language level, or learning needs
- Lack of complete academic records

Probation is reviewed at the end of the term. Outcomes may include full admission, extended probation, or recommendation for a different placement.

2.8 Non-Discrimination Clause

BVIS admits students of all nationalities, ethnicities, faiths, and backgrounds. No applicant is denied admission on the basis of race, gender, religion, or physical ability, provided the school is equipped to meet the child's learning needs.

3. Academic Policies

3.1 Curriculum Framework

Bright Vision International School offers a rich, dynamic educational experience grounded in the American curriculum and enhanced by global best practices. The school follows the Common Core State Standards (CCSS) for English Language Arts and Mathematics, and the Next Generation Science Standards (NGSS) for science. Social Studies is based on the American Education Reaches Out (AERO) framework, tailored to incorporate local culture, history, and global citizenship.

In addition to core subjects, students receive instruction in World language which is elected between German and French, Arabic, Islamic and Christian Religion (as per student background), Visual and Performing Arts, Music, Physical Education, Information and Communication Technology (ICT). The curriculum is vertically and horizontally aligned to ensure a coherent learning progression from K to Grade 12.

Teachers employ differentiated instruction, project-based learning, and inquiry-based models to meet the diverse learning needs and interests of all students. Student learning outcomes are clearly defined, and curriculum maps are reviewed annually to maintain academic rigor and relevance.

3.2 Grading and Assessment

Assessment at BVIS serves as a tool for measuring student progress and informing instruction. A balanced assessment model is used, incorporating:

- Formative Assessments: Ongoing checks for understanding through quizzes, observations, journals, group activities, and class discussions.
- Summative Assessments: Unit tests, performance tasks, projects, and final exams administered at the end of instructional periods.
- Standardized Assessments: External benchmark test the MAP Growth Assessment is used to measure academic growth and compare student performance internationally.

Grading Scale:

Letter Grade	Percentage Range	Description
A	90–100%	Excellent
B	80–89%	Good
C	70–79%	Average
D	60–69%	Below Average / Passing
F	Below 60%	Failing

Grade Point Average (GPA) Scale :

Letter Grade	Percentage Range	GPA Value	Description
A	93 – 100 %	4.0	Excellent
A–	90–92 %	3.7	Excellent
B+	87–89 %	3.3	Good
B	83–86 %	3.0	Good
B–	80–82%	2.7	Good
C+	77–79 %	2.3	Average
C	73–76 %	2.0	Average
C–	70–72%	1.7	Average
D+	67–69 %	1.3	Below Average / Passing
D	63–66 %	1.0	Below Average / Passing
D –	60–62%	0.7	Below Average / Passing
F	Below 60%	0.0	Failing

Lower Elementary student evaluation key:

4	Exceeding Standards
3	Meeting Standards
2	Working Towards Standards
1	Not Meeting Standards
N/A	Not Assessed at this time

Upper Elementary school Grade Distribution

Assessment Component	Percentage of Final Grade	Purpose
Classwork & Participation	15 %	Measures engagement, cooperation, and attentiveness
Homework	15 %	Reinforces learning and builds responsibility
Quizzes	20 %	Checks short-term understanding
Projects/Presentations	10%	Evaluates application, creativity, and research
Final Exams	40%	Summative assessments covering broader content

Middle and high school Grade Distribution:

Assessment Component	Percentage of Final Grade	Purpose
Classwork & Participation	10 %	Measures engagement, cooperation, and attentiveness
Homework	15 %	Reinforces learning and builds responsibility
Quizzes	20 %	Checks short-term understanding
Projects/Presentations	15%	Evaluates application, creativity, and research
Final Exams	40%	Summative assessments covering broader content

Report cards and progress reports are issued quarterly. Parent-teacher conferences are held 3 times annually to discuss student performance. Students with academic difficulties are referred to the Student Support Team for intervention planning.

3.3 Homework Guidelines

Homework is viewed as an essential extension of classroom learning. It reinforces academic concepts, builds study habits, and promotes independent responsibility.

Guidelines by Grade Level:

- KG1–KG2: Optional reading and skill-building activities (10–15 minutes)
- Grades 1–3: 20–30 minutes daily
- Grades 4–5: 40–60 minutes daily
- Grades 6–8: 1– 1:30 hour daily
- Grades 9–12: 1:30 – 2 hours daily depending on course load

Teachers assign meaningful homework with clear instructions and ensure it is reviewed in class. Parents are encouraged to support completion but not to complete assignments on behalf of their children.

3.6 Inclusion

BVIS believes in providing an inclusive learning environment that supports students with mild to moderate learning difficulties. The social worker and the school Psychologist work collaboratively with teachers, parents, and specialists to develop and implement Individualized Education Plans (IEPs).

Support Services May Include:

- Modified curriculum or instructional strategies
- Learning support in mainstream classrooms
- Pull-out sessions with special educators
- Behavior management plans

All staff receive ongoing training in inclusive practices. Parents are key partners in the support process and are regularly informed of student progress.

3.7 English Language Learner (ESL) Support

Students for whom English is a second language receive structured ESL support to ensure their success in the mainstream curriculum.

ESL Program Components:

- Initial language proficiency assessment
- Tiered levels of support (beginner, intermediate, advanced)
- Push-in and pull-out instructional models
- Language goals integrated into content learning
- Progress tracking and yearly reassessment

ELL students are gradually transitioned into full mainstream participation as their proficiency

3.8 School Activities (ASA)

Offered for students from KG through Grade 12, activities include:

- Sports: Football, basketball, swimming, martial arts
- Arts: Painting, drama, music, photography
- STEM: Robotics, coding, science clubs
- Academic clubs: Debate, Model United Nations (MUN), reading club
- Life skills: Gardening, cooking, leadership

3.9 Student Leadership Opportunities

We foster leadership through:

- Student Council (Grades 4–12)
- Eco-Club
- Peer mentoring and reading buddies (Grades 1–5)
- Prefects and House Captains (Middle and High School)

Leaders are selected based on application, teacher recommendation, and leadership qualities.

3.11 Educational Trips and Expeditions

Educational trips are integral to our curriculum and include:

- Local cultural and science centers
- Service-learning projects
- Outdoor and adventure camps (Grades 4+)
- International trips (for high school students) aligned with global citizenship goals

All trips follow strict safety protocols and require parent consent.

3.12 Extracurricular and Enrichment Programs

BVIS believes in holistic education and provides a wide range of programs beyond the classroom to develop students' interests, talents, and character.

4. Attendance Policies

Bright Vision International School views consistent attendance as essential to academic achievement and social-emotional growth. Our policies are designed to promote punctuality, responsibility, and continuity in the learning process.

4.1 School Calendar

BVIS operates on a three- trimesters system:

- First Trimester : Mid September to mid-December
- Second Trimester: Mid-December to mid-March
- Third Trimester: Mid-March to last-June

The academic year includes:

- Major Egyptian and international holidays
- Winter and Spring breaks
- Professional development days (students off)
- Parent-teacher conference days

A detailed school calendar is distributed to all parents before the start of the academic year and is posted on the school website.

4.2 Daily Schedule

The school operates Sunday through Thursday.

Typical Daily Timings:

- School Gate Opens: 7:30 AM
- Instruction Begins: 8:00 AM
- Dismissal: 2:30 PM

Students must arrive before 8:00 AM to be considered present for the first period.

4.3 Tardiness and Absences

Tardiness:

- A student is considered tardy if they arrive after 8:00 AM.
- Repeated tardiness (more than 3 times in a month) will trigger a warning and parent meeting.
- After 8:30 AM, a student must be signed in by a parent or guardian at the main office.

Absences:

- Parents must notify the school office by 8:00 AM on the day of absence.
- Absences exceeding 10% of school days per Trimester may result in academic review and impact promotion eligibility.

Excused Absences Include:

- Illness (with medical note)
- Family emergency or bereavement
- Religious observance
- School-approved activities (competitions, field trips)

Unexcused Absences:

- Travel during school time without prior approval
- Absences without explanation or documentation

4.4 Early Dismissal Procedures

Parents must submit a written or email request for early dismissal by 11:00 AM.

- Students may only be released to individuals listed on the school's emergency contact form.
- Parents/guardians must sign students out at the front office.
- Early dismissal counts as a partial absence and will be monitored.

5. Behavioral Policies

Bright Vision International School fosters a safe, respectful, and nurturing environment where students can grow into responsible global citizens. Behavioral policies are framed within a proactive and restorative approach to discipline.

Students Code of Conduct

At Bright Vision International School, we believe in nurturing a respectful, inclusive, and inspiring learning environment where all students feel safe, supported, and empowered. This Code of Conduct outlines the expectations for student behavior to ensure a positive school culture.

○ Kindergarten – Grade 2 (Ages 4–7)

1. Be Kind – Use gentle hands and words.
2. Be Safe – Walk indoors and follow directions.
3. Be Respectful – Listen when others speak.
4. Take Care of Things – Our toys, books, and classroom are shared.
5. Try Your Best – Mistakes are okay when we keep learning!

○ Grades 3 – 6 (Ages 8–11)*Behavior Expectations:*

1. Respect others
 - Use polite words
 - Raise your hand before speaking
 - Be kind in your actions
2. Follow adult instructions.
3. Be honest and take responsibility
 - No cheating, lying, or blaming.
 - Own up to mistakes and fix them.
4. Use technology responsibly.
 - Devices only during class use, and under teacher supervision.
 - No photos, games, or messaging.
5. Take care of our school
 - Keep the classroom clean
 - Respect plants, books, and materials
6. Be a team player
 - Include others
 - Help classmates
 - Work quietly and focus during lessons

○ Grades 7 – 12 (Ages 12–18)*Conduct Standards:*

1. Respect the rights of others
 - No bullying (in-person or online)
 - Respect all cultures, identities, and opinions
 - Use appropriate language at all times
2. Follow academic integrity
 - No plagiarism, cheating, or copying work
 - Submit assignments on time
 - Collaborate only when allowed

3. Behave maturely in and out of class
 - Arrive on time
 - Stay in class unless permitted
 - Speak respectfully to staff and students
4. Dress appropriately
 - Wear the school uniform.
 - Follow the dress code of events.
 - Makeup, ripped clothes, huge jewelry are not allowed.
5. Use digital tools appropriately
 - No social media or messaging during school hours.
 - The use of Phones/devices is not allowed, unless it's Permitted.
 - No recording, posting, or photographing others without Permission.
6. Contribute to a safe school
 - No fighting, threatening, or aggressive behavior.
 - No possession of dangerous items.
 - Report concerns to a trusted adult.

3. School Rules and Expectations

- Be on time and attend regularly.
- Follow all class instructions.
- Wear the school uniform.
- Maintain personal hygiene.
- Treat others with kindness and respect.
- Use technology for learning only.
- No bullying, violence, or discrimination.

4. Attendance & Punctuality

Why Attendance Matters

Regular attendance is essential for academic success and personal growth. Students who attend school consistently perform better and build strong routines for future success.

General Rules for All Grades (K–12)

1. Students must attend school every day unless they are ill or have a valid excuse.
2. Students must arrive before the first bell. Repeated lateness disrupts learning.

3. Parents must inform the school before 8:30 AM if a student will be absent.
4. Early departures must be requested through the admin office with valid reason and parental permission.

Punctuality Expectations by stage:

○ Kindergarten – Grade 2

- Drop-off 7:45 AM.
- Dismissal begins at 2:30 PM.
- Repeated late arrivals may require a parent meeting.

○ Grades 3 – 6

- Must be in school by 7:45 AM.
- Students arriving after 8:00 AM are marked late.
- Late students must collect a late slip from the front desk.

○ Grades 7 – 12

- 4 or more late arrivals in one trimester leads to parent notification.
- Students may not enter class late without a signed slip.
- Habitual tardiness is considered a behavioral issue and is escalated.

5. Technology and Internet Use

Guidelines for responsible device usage:

- No unauthorized recordings
- No cyberbullying
- School may confiscate devices as needed
- Monitoring and acceptable use agreements required

6. Discipline Philosophy

Discipline at Bright Vision International School is intended to support learning, growth, and accountability. Our approach combines firm boundaries with restorative practices to encourage better choices and stronger community values.

7. Sanctions and Penalties Policy

Levels of Infractions and Corresponding Sanctions:

Level 1: Minor Misconduct

Examples:

- Talking in class without permission
- Not completing homework
- Being out of uniform
- Running indoors or rough play
- Minor disruption of class

Sanctions (Handled by teachers):

- Verbal warning
- Rethink/reflection activity
- Time-out or cool-down area
- Loss of privileges (e.g., activity time)
- Parent contact (if repeated)

Level 2: Moderate Misconduct

Examples:

- Disrespectful tone or language
- Repeated classroom disruption
- Minor vandalism (e.g., scribbling on a desk)
- Misuse of school equipment or device
- Lying or mild dishonesty
- Using Mobile.

Sanctions (Involves coordinator or counselor):

- Formal warning
- Detention (Grades 3–12)
- Reflection letter or apology
- Parent meeting
- Confiscation of item (e.g., phone)
- Behavior contract (if repeated)

➤ Level 3: Serious Misconduct**Examples:**

- Bullying or cyberbullying
- Fighting or aggressive behavior
- Theft or significant property damage
- Cheating or plagiarism
- Using offensive, threatening, or discriminatory language

Sanctions (Led by principal):

- Suspension (in-school or out-of-school, depending on severity and age)
- Mandatory counseling or behavior action plan
- Parent-student-principal conference
- Loss of school event privileges
- Written behavior contract

➤ Level 4: Critical Infractions**Examples:**

- Physical assault
- Possession of banned substances or weapons
- Serious threats (verbal, physical, or digital)
- Repeated bullying or harassment despite prior sanctions
- Any act that seriously endangers safety

Sanctions (Involves school leadership or board):

- Immediate suspension (1–5 days)
- legal authorities informed.
- Disciplinary panel review
- Possible expulsion (decision by School Board and Head of School)

8. Restorative Measures:

- Conflict meeting with staff
- Peer apology or restitution activity
- Community service (within school)
- Counseling or mentoring sessions
- Journaling or guided reflection

9. Documentation & Incident Process

- All incidents are documented by staff and reviewed by the coordinator or principal confidentiality and fairness guaranteed.
- Sanctions are always proportional to the student's age and understanding.
- Parents are partners in the discipline process and are contacted for **Level 2 incident and above**.
- Repeated offenses are tracked and escalated
- A student support team may be involved for repeated behaviors or if learning or emotional needs are identified.

10. Appeals Process

- Students/parents may request a review
- Appeals must be submitted in writing within 3 days
- Reviewed by a school panel or principal, depending on severity

10. Acknowledgment Form

To be signed upon admission or at the start of the year.

6. Health and Safety

Bright Vision International School prioritizes the health, safety, and well-being of all students, staff, and visitors. These policies are designed to provide a secure learning environment and ensure a rapid, coordinated response in emergencies.

6.1 Health Services

BVIS maintains a well-equipped school clinic, staffed with a full-time licensed nurse and regularly supervised by a visiting physician.

Health Services Include:

- First aid treatment for minor injuries
- Management of chronic conditions (e.g., asthma, diabetes)
- Monitoring immunization compliance
- Regular health screenings (vision, hearing, growth)
- Isolation protocols for contagious illnesses

Medication Policy:

- Medications can only be administered with written parental consent and clear dosage instructions.
- All medications must be delivered to the clinic by a parent/guardian and kept in the original container.
- Students are not permitted to carry or self-administer medication (exceptions may apply for EpiPens/inhalers with prior approval).

6.2 Illness and Injury

When to Keep a Child Home:

Students should stay home if they exhibit any of the following:

- Fever above 37.8°C (100°F)
- Vomiting or diarrhea within the past 24 hours
- Contagious conditions (e.g., chickenpox, conjunctivitis, lice)
- Persistent cough, sore throat, or difficulty breathing

In the case of injury at school:

- Minor injuries are treated on-site by the school nurse.
- For serious injuries, parents are contacted immediately, and emergency services may be called.
- An incident report is filed, and follow-up is conducted.

6.3 Emergency Procedures

BVIS has a comprehensive Emergency Management Plan, including:

- Fire drills (conducted twice per year)
- Earthquake and lockdown drills (once per year)
- Evacuation maps in every classroom
- Designated assembly points and staff supervision plans

Staff are trained annually in basic emergency response, including:

- Fire extinguisher use
- Student accounting and roll-call
- Emergency communication chains

Parents are notified of all emergencies through SMS, and the school app.

7. Transportation Policies

The BVIS transportation service is operated with safety, punctuality, and student behavior management as top priorities. All buses comply with safety regulations and are staffed with a professional driver and a trained bus monitor.

7.1 Eligibility and Registration

- Bus service is available.
- Parents must complete a transportation agreement form during enrollment.
- Changes in address or schedule must be reported to the Transportation Office at least one week in advance.

7.2 Safety on the Bus

All students must:

- Remain seated with seat belts fastened
- Speak in low voices and avoid distractions to the driver
- Obey the bus monitor and driver at all times
- Keep hands, feet, and belongings to themselves

Prohibited Behaviors Include:

- Fighting or rough play
- Eating or drinking
- Damaging property
- Using profanity or threatening language

Consequences for Misbehavior:

- Verbal warning by monitor
- Parent notification
- Suspension from bus service
- Permanent removal (for repeated or dangerous behavior)

7.3 Arrival and Dismissal Procedures

- Morning: Students are dropped off between 7:30–7:50 AM.
- Afternoon: Dismissal begins at 2:30 PM.
- Staff supervise students as they board buses.

In the event of a late parent or absent guardian, the student will be returned to the school, and the family will be contacted for pickup.

8. Uniform and Appearance Policy

BVIS believes a standardized dress code fosters equality, discipline, and school spirit. All students are expected to wear the school uniform daily, unless otherwise communicated for special events.

8.1 Uniform Guidelines

Regular Uniform

PE Uniform:

- Worn only on designated PE days

Winter Uniform:

- No hoodies, non-uniform sweaters, or non-school scarves permitted

8.2 Grooming and Appearance

Students must maintain a neat and clean appearance:

- Hair must be tidy; unnatural hair dye is not permitted.
- Boys must keep hair short and groomed.
- Jewelry should be minimal: small stud earrings (girls only), no bracelets or chains.
- Makeup and nail polish are not allowed.

8.3 Uniform Violations

If a student arrives out of uniform:

- First offense: Verbal warning and parent notification
- Second offense: Written warning and change required at school
- Repeated offenses: Parent meeting and disciplinary action

Uniform items can be purchased directly through the school's uniform store.

9. Communication and Parent Engagement Policies

At Bright Vision International School, we believe that open, respectful, and proactive communication is the foundation of a strong school-home partnership. We actively encourage parent engagement and transparency to enhance student learning and community trust.

9.1 Communication Channels

We maintain multiple clear and consistent channels of communication between school and families:

Official Channels:

- Channel notebook (KG – Grade 2).
- School LMS System: Used for formal announcements, academic updates, and correspondence, with Access to calendars, newsletters, grades, homework, and behavior updates.
- WhatsApp (view-only broadcast): For urgent alerts, reminders, or event updates.
- WhatsApp (Complaints no.): An easy way for parents concerns.
- Printed Notices: Sent home for younger students if digital access is limited.

Teacher Communication:

- Teachers respond to parents' messages within 48 working hours.
- Weekly newsletters or class updates are sent to keep parents informed.
- Office hours or pre-scheduled appointments are available for in-depth conversations.

9.2 Parent-Teacher Conferences

Held 3 times per year:

- Prior first Trimester (September)
- End of first Trimester (January)
- End of Second Trimester (March)

These conferences offer a platform to discuss:

- Academic performance
- Social-emotional development
- Attendance and behavior
- Student goals and home strategies

Parents may request additional meetings at any point in the year with prior notice.

9.3 Parent Engagement and Volunteering

Parents are vital partners in our school community. Opportunities for engagement include:

- Volunteering in some arrangements.
- Joining the Parent Advisory Council (PAC), which meets quarterly
- Attending workshops and seminars organized by the school
- Participating in school events, cultural celebrations, and student showcases

All volunteers must sign a Parent Volunteer Agreement and comply with school guidelines, including confidentiality and respectful conduct.

9.4 Complaint and Feedback Procedures

BVIS values constructive feedback and handles concerns with transparency and professionalism.

Steps for Addressing a Concern:

1. Speak directly through the LMS with the relevant teacher or staff member.
2. If unresolved, contact the Head of Department or Grade Leader.
3. For serious or unresolved matters, contact the School Principal.
4. A formal meeting will be scheduled within 5 school days to resolve the issue.

Anonymous complaints will not be addressed unless they present a credible safety risk. All concerns are handled with discretion and a commitment to positive outcomes.



Envisioned Paths for Brighter Futures



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