

## Concerns Communication/Appointments Policy

- Parents have several channels to communicate with the school:
  - Inquiries/Concerns: through Student Affairs office on school lines from 8:30 -2:30  
Inquiries /Information Desk/Permissions: 02-38864009/008  
Email:reception@nviseg.com  
Concerns number: 012 0 4266069
  - Concerns Email: Parents concerned will write an email to [concerns@nviseg.com](mailto:concerns@nviseg.com) , the school will proceed with the required action or information and a reply will be sent within 48 hours.
- Appointments will be taken through the student affairs and arranged with the responsible person according to a preset schedule. Appointments should be confirmed with parents before showing up on campus.