



**NOZHA**  
LANGUAGE SCHOOLS



# NLS PARENT HANDBOOK

ISMAILIA ROAD BRANCH

**EDUCATION**  
THAT INSPIRES



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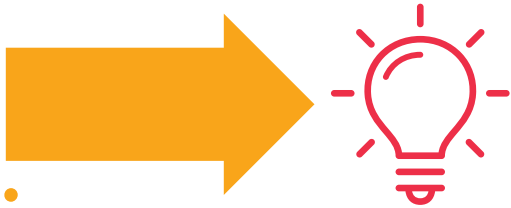
## Intro



This Guide is intended to assist both parents/guardians and students to know about the schools' regulations and to keep them updated with the school staffs, and to establish effective communication between home and school to achieve the best results we hope for our beloved students.



# OUR MISSION



Since the establishment of Nozha Language Schools (NLS) in 1987, our mission has not only been about offering just an academic program to our students, but it has also been about building their characters and raising them in a healthy and balanced community to be eligible academically, cognitively, spiritually and physically. By doing so, Nozha Language Schools offers to the community a citizen who is capable of respecting individual differences on a cultural, social and religious level.



In correlation with our mission, we instill in our children/students the sense of belief in their social responsibilities towards their families and their community to inculcate the spirit of belonging to their homeland.



On our path to achieve our mission, we depend on qualified teachers and we utilize the latest technological tools to integrate them into the educational system. However, we are aware that this cannot stand alone to help in raising a citizen who is successful and efficient to his community. Therefore, the thing that we believe in the most is that every student has his own talent and has an individual skill that needs to be discovered and developed. For each one is characterized by an original critical mind and needs to be encouraged to reach his biggest dream that requires support to be achieved.



# OUR VISION



The vision of Nozha Language Schools (**NLS**) is to establish a modern academic institution to be the central hub of raising generations of leaders and social figures who can inspire the community with their ethics and values and who are capable of competing in different fields, nationwide and worldwide. Nozha Language Schools always seeks to help its students expand their horizons internationally while conserving the society values that meet our Egyptian and Arabian identity.



## Welcome to Nozha Language Schools

Over more than 35 years, and since the very first moment in which we decided to be part of the educational setting in Egypt and abroad, our main concern lied in the belief that sciences, education and values are the first steps towards the renaissance of any country.

For that, when we started to establish Nozha Language Schools, there were a set of fixed values that we believed to be the main engine to attain our goals for which we strive.

We have a belief that the integration between ethics and education is essential. For education to stand alone without ethics can result in the outcome of a messed-up individual. While when we blend between ethics and education, this will help in achieving our supreme goal of offering to the community an individual who is a productive member in the society.

We are keen to afford to our students the latest technological methods along with different learning strategies to help them to gain all the required sciences and skills in a better and quicker way to give them the space to focus more on creativity and innovation.

We respect individual differences in a very high perspective and we believe that each student is a unique blend of talents, personality and ingredients nowhere else to be found. As each and every student is unique as his/her own fingerprints. So, we never try to compare one student to another, as each one is unique and special in his/her own way. That is why in Nozha Language Schools we always do our best to offer all the facilities to help the students to discover their talent in whatever field it lies in; (academic talent, artistic talent, sporting talent).

Believing that today's and tomorrow's challenges differ from yesterday's, our duty is to give a helping hand to our students to face these challenges and to guide them through the right path to gain the experience and the required skills that would assist and support them to be more capable of facing life experiences and acquire competencies at different ages.

Shaping the students' personality is a shared responsibility between the school, the family and the society. All of us have to work together in paving the way for their development and for helping them in knowing their rights and their duties as well.

Our students are the most valuable asset that we should assist and invest for a brighter and better future.

# OWNERS LETTER



# NLS BOARD



**MOHAMED YASSIN**

CEO



**NAZEK SAYED**

Prim, Prep, Sec. Manager



**AWATEF  
ABD EL RAHMAN**

KGs Manager



**HALA MOSTAFA**

Prep. Headmistress



**MAHMOUD EL HADY**

Sec. Headmaster



**HANY SABER**

Lower Prim. Headmaster



**MARWA KAMAL**

Upper Prim Headmistress

# NLS ACADEMIC TEAM

## Kindergarten Stage:

**Eman Abd El Naby:**

KG1 English & Math Supervisor

**Thoraia Hussein:**

KG1 Arabic Supervisor

**Mai Samir:**

KG2 English & Math Supervisor

**Heba Ibrahim:**

KG2 Arabic Supervisor

**Manal Hamdy:**

Boys Social Worker

**Wedad Abd Allah:**

Girls Social Worker

**Karima Ali:**

Art Supervisor

**Dalia Gaber:**

Tokkatsu Supervisor

**Asmaa Sheded:**

Music Supervisor

**Hader Ahmed**

Music coordinator

**Abu Bakr El Sedeeq:**

Physical Education

Supervisor

**Mohamed El Awaam:**

Quran Kareem Supervisor

**Howida Mohamed:**

Quran Kareem coordinator

## Lower Primary Stage (1st,2nd, & 3rd Primary):

**Islam Salem:**

1st Prim. English Supervisor

**Maaly Bakir:**

2nd & 3rd Prim. English Supervisor

**Marwa Kotb:**

Math Supervisor

**Soher Hakeem:**

Arabic Supervisor

**Eman Ibrahim:**

French Supervisor

**Safaa Salah**

3rd prim. German supervisor

**Hanan Ahmed:**

Library Supervisor

**Dalia Gaber:**

Tokkatsu Supervisor

**Asmaa Sheded:**

Music Supervisor

**Amira Gouda:**

Art Supervisor

**Fatma El Zahraa:**

Physical Education Supervisor

**Mohamed El Shrief:**

Quran Kareem Supervisor.

## Upper Primary Stage (4th,5th,6th Prim.)

**Marwa Kamal:**

English Supervisor.

**Hend El Fekki:**

4th Prim. Math Supervisor.

**Rokaia Ramdan:**

5th,6th Prim. Math Supervisor.

**Reda Wally:**

Arabic Supervisor.

**Eman Ibrahim:**

Prim. French Supervisor.

**Safaa Salah**

German supervisor.

**Souzan Samer:**

Science Supervisor.

**Hany Hawas:**

Social Studies Supervisor.

**Hanan Ahmed:**

Library Supervisor

**Ahmed Sabry:**

ICT Supervisor.

**Dalia Gaber:**

Tokkatsu Supervisor

**Asmaa Sheded:**

Music Supervisor

**Mohamed El Awwam:**

Quran Kareem Supervisor.

## preparatory & Secondary Stage:

**Asmaa Lotfy :**

English Supervisor.

**Mohamed Fattoh:**

Math Supervisor.

**Emad Hamdy:**

Arabic Supervisor.

**Diaa Sharaf:**

Science Supervisor.

**Hany Hawas:**

Social Studies Supervisor.

**Zeinab El Helaly:**

French Supervisor.

**Dalia Gaber:**

Tokkatsu Supervisor

**Ahmed Sabry:**

ICT Supervisor.

**Ahmed Sabry:**

ICT Supervisor.

**Hanan Ahmed:**

Library Supervisor.

**Mohamed El Awaam:**

Quran Kareem Supervisor.





# NOZHA SCHOOLS FAMILY COMMITMENTS:



## Nozha Language Schools Expected To:

- Strive to create and build a community that brings together the best teachers and students to become an ideal community full of rights, values and principles through developing the school strategies and policies that aims to achieve the schools' mission and vision.
- Providing students with the academic and practical experiences that qualify them to unleash their hidden abilities to achieve their dreams, and to be good citizens, and the best representatives of the school in universities and the business market.
- Maintain a supportive and healthy learning environment for both students and teachers.
- Monitor the students' behavior and implement a modifying plan.
- Developing a supervision plan throughout the school day to make sure of the students' safety.

## The Teacher Is Expected To:

- Respect, and being fair to all students with no discriminations.
- Have an expert knowledge of the subject area, and never stop to be updated with new tactics and technology of learning.
- Recognize that learning takes place outside the school in a different context, and provide the students with motivation and inspiration experience, and establish their self-confidence based on free choices.
- Assist the students to access and use current technology, resources and information to solve problems, and provide them with the opportunities to apply what they learned on their real life.
- Working to ensure the safety of the students inside and outside the classroom
- Create and maintain a positive and safe learning environment through honesty, fairness and ethical conduct.
- Apply appropriate multiple assessment tools and strategies to evaluate and promote the continuous intellectual development of the students, and evaluate students' performances in an objective, fair and timely manner.
- Use students' assessment data to guide changes in instruction and practice, and to improve students learning.
- Prepare the students to be an independent learner through designing and implementing effective learning strategies.



## The Student Is Expected To:

- Follow the rules & regulations of the school; like attendance, school uniform and disciplinary rules.
- Express their opinions, feelings and ideas politely without disrespecting any of school members.
- Never bullying on his/her colleagues and treat everyone as family.
- They must be well-disciplined, not just in school and classrooms but also everywhere.
- Always maintain cleanliness with their supplies, classroom, school and home, and avoid any damage of the school properties.
- Have a responsibility to complete all classwork and homework assignments in a timely manner.
- To be prepared for class with the appropriate supplies and avoid using others' supplies.
- Participate in the activities organized in the school, and contributing to discussions and group activities
- Be helpful, brave and speak the truth
- Don't feel it as a burden to study enjoy learning.



## The Parents Is Expected To

- Discuss work that is being done in classes and follow up with the students that homework and assignments are completed well and on time.
- Encouraging their child to work to the best of their potential, academically and socially.
- Take an active interest in their children's education, and to support their children by discussing their progress with them
- Assist the student in developing a realistic concept of success and failure.
- Assist the student in recognizing his or her strengths and weaknesses.
- Insist on punctual and regular attendance to school, and online classes if existed.
- Respect the school staff and regulations and being a positive role model when visiting the school.
- Demonstrating respect and good manners towards others in the school community including teaching and education support staff, and every other member in the school.
- Demonstrating a positive attitude at home about school, teachers and the importance of education.
- Attend all parent-teacher meetings, as it is very hard to meet the teachers during the schooldays.
- Be responsible for all damage and loss of school property caused by the student.
- Support school staff in their efforts to deal fairly with all children.



# SCHOOL UNIFORM:



**Kindergarten Stage**



**Prep. Stage**

## Regular Outfit

01

Pink polo shirt and dark blue pants.

02  
Red polo shirt and dark blue pants.

02

**Primary Stage**

03

Yellow polo shirt, dark blue pants for boys and skirt for girls.

04  
Turquoise polo shirt, dark blue pants for boys, and dark blue skirt for girls.

04

**Sec. Stage**



**NB: Wear a dark blue winter jacket for all grades.**

## Uniform Regulations:

- Students must be committed to the school uniform.
- Black shoes for school days and white shoes for PE classes.
- It is strictly forbidden to wear jeans, cotton trousers, and skinny/sweat pants.
- PE uniforms are only allowed on PE sessions.
- Accessories for boys and girls are strictly prohibited.
- For girls who wear veils, it should only be white or dark blue.
- Students must not have an extreme haircut with designs, and too long hair is strictly prohibited.

- We confirm you that there is no change in the school uniform, and it is available in the previously mentioned stores.
- In case of a violation of the school uniform; The student's attention is drawn and his guardian is contacted, and the penalty may be to deprive him of attendance if the matter is repeated.

## ABSENCE DISCIPLINARY POLICY:

- For medical absence, the school need doctor's prescription with the case and the number of days off, to be handed to the clinic.
- In the event of absenteeism for sports competitions, an official letter from the game federation should be brought for all stages, and it should be delivered before the day of absence.
- Based on ministerial decisions, the student will be expelled if he is absent without excuse for 15 consecutive days or 28 separate days.

## DISCIPLINARY RULES:

Discipline is essential in life, as it plays a vital role in building a nation, shaping the child's healthy mind, and growing up them on the principle of respect and responsibility.

As we believe in sharing responsibility between home and school, we are sharing with you the most popular violation cases that may happen from some students, and the school apply one or more of the following actions in these cases according to the school investigation. We are certain about your support on applying these actions.

### Being Late for Morning Line/Frist Session

- Summon the parent/guardian.
- Student has to sign a written pledge to be punctual.
- Student will be expelled from school for 1 to 3 days.

### Vandalize or Damage School or Others Property

- Student has to sign a written pledge not to repeat the action again.
- Summon the parent/guardian.
- Paying for the damages.
- Student will be expelled from school for 3 to 5 days.

### Bringing Electronic Devices to the School, (unless the official tablets)

- Student has to sign a written pledge not to repeat the action again, reminding the parent that bringing electronic devices to the school is not allowed, taking the device from the student till the end of the school day.
- Summon the parent/guardian and signing in a written pledge by him and by the student not to repeat the action again, and expel the student from school for 1 day.
- Student will be expelled from school for 1 to 3 days.

### School Riots Which Affect the Educational Process

- Coaching the student and record his/her action on his/her annual report.



- Student has to sign a written pledge not to repeat the action again, and informing the parent/guardian as well.
- Summon the parent/guardian and signing in a written pledge not to repeat the action again.
- Student will be expelled from school for 1 to 5 days.

### **Aggressive Attitude Against Other Students**

- Student will be expelled from school for 1 to 3 days and will be referred to the social worker.
- Student will be referred to the Human Development Department to work on modifying his/her behaviour, and consider expelling him/her for 15 days.

### **Taking Others Property Without Their Knowledge**

- Refer the student to the social worker, summon the parent/guardian, and bringing back the taken properties.

### **Behaving Improperly with the School Staff**

- Informing the parent/guardian with the student behavior with having student to apologize.
- Summon the parent/guardian and signing in a written pledge by him and by the student not to repeat the action again.
- Student will be expelled from school for 1 to 3 days with apologizing for what was done.

### **Cheating in Exams**

- Conducting a report, informing the parent/guardian, cancelling the degrees of the cheated question, signing in a written pledge by him and by the student not to repeat the action again, and informing both with the availability of depriving the student from continuing the rest of the exams.
- Student will be deprived from attending the rest of the exams.

### **Ethical Deviations**

- Coaching the student, taking a written commitment by the student not to repeat, informing the parent/guardian.
- Student expel from attending the school for 3 days. and transfer him for Human development department for behavior modifying.





# TUITION POLICY:



School fees and bus subscription fees are paid in two payment systems.

- The first payment system is paid in four unequal instalments as the following:

**1<sup>st</sup>**

**installment**

from 11-6-2022  
to 25-6-2022

**2<sup>nd</sup>**

**installment**

from 13-8-2022  
to 27-8-2022

**3<sup>rd</sup>**

**installment**

from 15-10-2022  
to 29-10-2022

**4<sup>th</sup>**

**installment**

from 03-12-2022  
to 17-12-2022

The second payment system is paid in two unequal instalments as the following:

**1<sup>st</sup>**

**installment**

from 11-6-2022 to 25-6-2022

**2<sup>nd</sup>**

**installment**

from 13-8-2022 to 27-8-2022

**Please note that the bus subscription is optional**

# TRANSPORTATION POLICY:



Since children's safety is a priority to us, Nozha Language Schools provides transportations for its students which covers more than 40 residential areas in both branches.

- Students should arrive 5 minutes before the assigned time, and if the student is not at the assigned stop at the assigned time, the bus will leave without the student.
- If the student does not comply with the assigned time after the end of the school day, the bus will leave the school without waiting for the student and parents/guardian will be responsible for picking him up.
- If a student is absent from school for any reason for a period of two days, the bus will not pass on the third day until the parent/guardian notify the buses' administration that the student will be back to attend regularly to the school.
- Student should keep the bus clean, and not to push others, run to or from the bus, or throw objects inside or outside the bus.
- In case the student damaged any of the bus property, the parent/guardian afford the fixing expenses.
- Student should follow the bus matron instructions for his/her and others safety, and in case of violation, the student will be suspended from the school bus for a period of time, determined by the school administration.**
- Kindergarten students should be received at the assigned stop and assigned time by an adult, and in case that there is no adult person to receive the student, the bus will return him back to the school, and picking the student from the school after that is the parent's/guardian's responsibility, an in case this action was repeated, the bus service will be suspended.
- The school administration hopes that if the student leaves with his/her parent/guardian without the school bus during or after the end of the school day, to record this at the reception desk, so as not to delay the return of the bus with the rest of the students.





# CONCERNING THE CHILDREN'S ATTENDANCE AND DEPARTURE:



- For the safety of our children, they will be handed to their parents only after showing the student leaving ID for kindergarten and 1st and second primary stages, issued for free by the school, and parent/guardian national ID for higher stages, and in case of losing the student leaving ID, please, inform the school administration, and it could be reissued for an extra fee.
- School day begins at 6:50 AM.
- Please note that it is totally forbidden to drop off your child before 6:50 am, or pick him
  - up late after dismissal times which is indicated below, your prompt arrival/pick up will be extremely helpful, as the school open its doors at 6:50 AM, and begin the cleaning and
  - sanitization process at 2:45 PM; so, there will be no supervision before or after these times.
- Parents who will come to pick up their children, please avoid wrong car parking, knowing that it's totally forbidden to park in the area allocated for the school's buses, and avoid crowding in front of gates to protect yourselves, our students and our staff.
- School Reception and Customer Service Center working hours are from 7:00 AM till 1:45PM sharp. No entry will be allowed before or after these hours
- Be sure that the kindergartners ID is daily clipped to the student school uniform throughout the whole school year, especially in the first month.

**NB: In case of receiving a call from our side, please respond quickly to it and do your best to solve any problem for the benefit of the child.**

## HOMEWORK POLICY:



Homework is an essential part of our school program. It is based on lessons taught in class.

Students should be able to complete the homework with minimal assistance.

Younger students will need assistance with reading.

Homework or assignments may be given as written works including projects, and the studying of the lessons taught in class. That's in addition to, having the student to practice reading daily through choosing something of their choice to read.

### Homework is Assigned for Several Reasons:

- To reinforce skills taught in class.
- To complete the work the student was not able to finish in class.
- To memorize ideas or concepts.
- To work on an assigned project over a period of time.
- To allow time to collect information.
- To develop regular and independent work habits.
- To develop responsibility.

### Students' Homework Responsibilities:

- To bring home all the materials needed to do the homework properly.
- To do the written work neatly and carefully.
- To consider study work as important as written work.

- To seek help if needed.
- To return the assigned work to school on time.

## NUTRITION:



Please focus on healthy food for your children.

Please be informed that,

- Providing children with plenty of water is extremely important.
- Students use the canteen during the break time only.
- Don't send large sums of money with your children.
- Students and staff are encouraged to bring their own lunch and water flasks, as sharing food and water is not allowed. Consideration must be given to choosing healthy and beneficial foods to prevent disease.

## BULLYING:

NLS does not tolerate bullying and has put strict measures to prevent its occurrence. As a school, efforts are made to educate the students about the rights of all children have to be safe from harm. Students are entitled to actively participate in building a school community which promotes safety and well-being.

# HUMAN DEVELOPMENT ROLES AT NOZHA LANGUAGE SCHOOLS.

As we believe that the mental and psychological health is as important as the academic education, Nozha Language Schools established the Human Development Department, and we support its efforts and strategies, to be one of the pioneer schools to build such as an important department at the educational field.

As we are believing with shared responsibility and collaboration between parents/guardians and the school, Human Development Department works with the students and communicate with parents/guardian to implement plans for behavior modification to achieve the required goals.

### **The Human Department Main Roles Appear Clear in the Following Cases:**

- Identify the students' behavioral disorders and developing an appropriate treatment plan.
- Identify the types of student's intelligence and positively direct it.
- Diagnosis the students that have learning disabilities and developing an appropriate treatment plan.
- Follow up with special cases students (like sick cases - social cases...etc.) and provide them with appropriate care.
- Train school staff to determine the nature of each stage group and its characteristics to be able to deal with them.
- Building the students personality, develop their life skills, and modifying their inappropriate behaviors.
- Following up with students with any academic delays to find out the causes that need help and implement the appropriate treatment plan to fix these delays.
- Raising up the students' ethical awareness through various workshops which help in gaining real experiences that help them to apply it in their real life.





- Encouraging the students to participate in the social responsibility events to maintain their belonging and loyalty to their country, and gain different experiences that shape their personalities.

## **Tokkatsu education system:**

Nozha Language schools is one of the pioneers to start working with the Japanese Tokkatsu education system, 2 years ago.

### **What is Tokkatsu?**

Tokkatsu is a Japanese educational system that focuses on the development of the whole child in schooling through developing the students' skills depending on creativity, not on memorizing. The system applies this through various activities that depend on teamwork, belonging, hygiene values, organization, self-esteem, responsibility, and thinking.

# **CLASSROOM RULES:**

- Attending sessions on time.
- Come prepared with supplies and finished homework.
- Keep the classroom always clean.
- Listen to the teacher and classmates.
- Raise hand when would like to speak in class
- Not to cheat in the classroom under any circumstances.
- Not to make deliberate damages to objects or grounds in the classroom.
- Don't ever distract the class during lessons by talking or moving.
- Maintain good personal body hygiene.
- Always use personal materials and never use others.
- Use personal hand gel to sanitize hand regularly.

# **LEARNING MANAGEMENT SYSTEM (LMS):**



The past years showed the massive importance of E-Learning as an essential alternative educational way. Nozha Language Schools provides an integrated learning management system to help students, parents/guardians, and teachers to manage the educational process easily with high performance. COLNN is our official school platform where all the E-Learning process is running.

## **Here are the Top LMS Privileges:**

- It's the only official way of communication between the parents or students, and the teachers.
- You can send any message, inquiry or complaint through your accounts on the platform, as it is the fastest and easiest official means of communication between parents, teachers and the school administration, and the response is within 24 hours throughout the week, except for Thursday, within is 48 hours.
- Helping to organize all E-Learning materials in one accessible place.
- Private accounts for students and parents are created with private username and password.
- Providing an Android and IOS application to an easily access with active notifications system.
- Allowing the student to view his/her various educational materials, schedules and

quizzes scores, anytime and anywhere.

- A huge library full with materials such as recorded videos by our teachers for the whole curriculum, school booklets, and external materials and documents to support the educational process.
- Providing a question bank depending on Bloom's Taxonomy model that aims to develop the students' knowledge and skills through six different question types.
- Providing virtual classrooms, (in case of need).

## CLINIC:

School clinic is a health care facility within the school intended to provide basic health care for students and /or refer them to the specialist/primary health center if required. School clinic duties can be summarized as the following:

- Contact parents in case of student illness.
- Follow up with students who have chronic medical cases.
- Communicate with the Ministry of Health regarding vaccinations and medical campaigns.

**NB: If any student is sent to school with medicine, it has to be put in a plastic bag and sent to the doctor with the dose and time specified.**

## COMMUNICATION CHANNELS:

Nozha language schools welcoming to communicate with everyone especially our respectful parents through the official channels as the following:

### Official ways to contact us

- COMMUNICATION is key; if you have any questions or any inquiries, we are here and glad to receive it through our official ways of communication.
- You can send any messages or inquiries on COLNN platform as it's the simplest and fastest way to contact teachers and school's administration.
- Kindergarten, first and second primary could send written messages on the Student's Planner, as it's mandatory to bring it daily to school. It's an official way of communication between parents and the schools. We encourage you to spend time with your child to help him building a lot of skills while using the NLS Planner, such as skills and loads of info in a lovely way.
- Parents services center; you are most welcome to visit us at school's reception for any inquiries or complaints.

Also, we are glad to receive any inquiries or complains on a private message through our official page on Facebook.

### General Inquiries

**LMS (COLNN):** Use the messaging system through student, or parent account. COLNN is the official and only allowed way to communicate with school staff directly.

**Facebook Official Page:**

Nozha Language Schools

**Email:**

ismailia@nozhaschools.com

### Kindergarten Stage:

#### General Inquiries

**For Boys** Manal Hamdy:

01091310916

**For Girls** Wedad Abd Allah:

01007429121







## Academic Inquiries

### Arabic Language:

**KG1:** Thoraia El Nahas: 01000195760

**KG2:** Heba Ibrahim: 0101483 6363

### English Language and Mathematics:

**KG1:** Eman Abd El Naby: 01112727250

**KG2:** Mai Sameer: 01001444004

## Lower Primary Stage:

### General Inquiries

Aya Fouda: 01221904047

Mohamed El Shrief: 01555634932

### First and Second Primary Boys' Deputy

Marwa Ahmed: 01067333658

### social worker for 1st and 2nd primary boys

Nahla Awwad 01092975326

### First and Second Primary Girls' Deputy

Randa Hassan: 01113353467

### social worker for 1st and second primary girls

Soha Mustafa 01062499970

### Third Primary Boys' and Girls' Deputy

Shimaa Abdu-Allah: 01019399927

### social worker for 3rd primary girls and boys

Nada Hassan 01124946814

## Upper Primary Stage:

Nagwa Mohamed: 01090187790

## Preparatory Stage:

Ahlan Hussein: 01022284079

## Secondary Stage:

Fatma Khaled: 01007312444

Lamia Shreef: 01117702100

## Bus Administration:

Gehan Sayed: 01001617602

## LMS Customer Support:

### FOR TECHNICAL SUPPORT

WhatsApp: 01066446047

### FOR INQUIRIES

WhatsApp: 01222107780

## For Complaints

For Any complaints you can communicate with customer service department through one of the following ways:

**Landline:** 21928000

**Mobile And WhatsApp:** 01001635535

**Email:** ismailia@nozhaschools.com

**Facebook Page:** Nozha Language Schools





**NOZHA**  
LANGUAGE SCHOOLS



[www.nozhaschools.com](http://www.nozhaschools.com)