



Tenby Setia Eco Gardens

Parents Handbook

Issued: January 2026



Welcome to Tenby Setia Eco Gardens – where confidence grows!

In this handbook we share with you the essential information you need to know as a member of the Tenby Setia Eco Gardens community. We are a unique campus with three schools on site – Tenby International Primary (TIPS), Tenby International Secondary (TISS) and Tenby National School (SST). This handbook contains general information about our campus. For detailed information about your child's school, please speak to the relevant school office.

For any general enquiries and assistance, please visit Reception in the Welcome Centre, email the school on [tenby\(seg@tenby.edu.my](mailto:tenby(seg@tenby.edu.my)) or call Reception on +607 558 8812.

***Elizabeth Grundy*
Campus Principal**

1) Purpose, Mission & Values

We are a school which puts learners and amazing learning first. Our purpose, mission and values reflect this and our Tenby Learner Profile sets out the attributes we want our students to develop.

Key Campus Messages



Purpose

We exist to grow the world's most curious, confident minds.



Mission

We are on a journey to deliver a transformative education to our families and students that will spark their curiosity and grow their self-confidence, knowledge and life skills to help them thrive now and throughout their lifetime.



Amazing Learning

Amazing learning is the spark in a student's personal learning journey!

Learning which amazes students, surprises them and transforms their thinking.



Relationship Values

**Integrity
Honesty
Respect**

2) Where can I find school calendar and timings?

School calendars and term dates are on our website at the following link:

[School Calendar and Holidays | Tenby Schools Setia Eco Gardens](#)

The campus is open from 7.30am to 4.30pm Monday to Friday during school term-times and from 8am to 4pm outside term-time when no schools are in session. Please refer to the specific school for detailed school timings.

The campus opens for student drop-off at 7.15am. Students should aim to arrive at school ten minutes before school starts. **Please note that there is no student supervision until 7.30am or after 4.00pm (apart from students registered with our After-School Provision until 6pm).**

Students who arrive late to school must report to the designated reception point as notified by their school. They will be given a late slip to show their teacher on arrival in class.

3) How do I enter the school campus?

All individuals entering school must pass through the Security Checkpoint.

It is mandatory for individuals coming into the school to register at the Security Checkpoint except if they are:

- Students able to present valid student ID
- Parents/Staff/Transporter Providers/CCA Coaches/Auxiliary staff wearing the appropriate lanyard and ID.

Any external vehicles entering the school will need to register at the Security Checkpoint except for those with a current Tenby Schools SEG car sticker on the windscreen.

The school reserves the right to refuse entry of vehicles or individuals who do not comply, co-operate and/ or are abusive to our security staff and any staff on duty.

Pick-up, drop-off and parking

We ask that everyone driving on campus does so safely and with respect for other road users. Queues can build up at any busy school during pick-up and drop-off times. If all follow the rules then traffic will move much more quickly. Please follow this guidance:

- Follow all signs on campus and **do not cut across lanes**
- Maintain a safe, slow speed on campus
- Do not park to drop off or pick up students – use the queueing system
- Do not park at the school entrance and walk onto campus – this holds up traffic on the road
- Do not walk onto campus through the bottom entrance by our National School – there is no footpath there and it is unsafe.

Transport Arrangements

On joining the school, please notify the secretary of the means of transport your child will normally use to travel to and from school. If there is a change to arrangements on a specific day, please ensure you notify the secretary.

Van Transportation Services

Van transportation services are not provided or managed by Tenby Schools, Setia Eco Gardens or their affiliates ("Tenby"). They are managed by external service providers. They bring students to the School by 7.30am and leave at 3pm after school and at 4pm after Co-Curricular Activities (CCAs).

Please note that the contract for the transporter service is directly between parents and the transporter. Arrangements should be discussed and agreed between these two parties and payment made directly by parents to the transporters. If you have any queries or concerns with regard to your transporter service please speak directly to the provider.

Students travelling on the vans should abide by the same standards of behaviour as are expected at school. They are still representing the school and should behave in a safe and responsible manner at all times. Any students who fail to do so may risk losing their place on the bus and our school behaviour policy will be followed in terms of other sanctions. These are our expectations:

- Students must wear seat belts.
- Students must remain seated throughout the journey.
- Loud noises may distract the driver, so students are expected to ride quietly.
- Students must be ready for collection at the correct time.
- Students must respect and obey the driver.
- No food, drink or chewing gum is allowed.

The transporters have been briefed (and will be reminded from time to time) of the importance of operating safely and efficiently, in compliance with all applicable statutory requirements.

In the interest of facilitating communication, parents may contact our facilities manager, Mr. Ikheram (Muhamad.ikheram@tenby.edu.my) with any questions or concerns in relation to transport services that they may have.

Car Stickers

All cars driven onto the school premises must have a current Tenby Schools SEG car sticker displayed on the windscreen or the driver must sign in at our security checkpoint. Please return the car sticker if you change your vehicle so that a new sticker can be issued and the correct registration details updated into our system.

4) How do we keep the campus safe?

For the safety of your child, the school has implemented strict security procedures . All adults on campus are asked to adhere to them.

Identity Lanyard

All adults **must** wear their ID tag with specific coloured lanyard whilst on the school campus. Auxiliary staff can also be identified through their uniform.

Yellow lanyard – parents

Pink lanyard – members of parent-teacher association committee with security checks

Blue lanyard – staff & students

Green lanyard – Drivers/Maids

Red lanyard – transporters/CCA coaches/contractors/visitors

We offer 1 free student ID/lanyard and 2 free parent ID cards/lanyards per family. Additional ID cards and lanyards can be purchased from Main Reception for RM20. For visitors, passes are obtained from Security Staff or Reception on access to the school.

Visitors and parents who attend campus (including those with an ID & lanyard) must sign in at our Main Reception or National School Reception and agree to follow our safeguarding rules. They will then be given a visitors sticker which will allow them to enter the campus. They must be accompanied/supervised at all times and should not enter school blocks without the permission of the Head of School. Please do not be offended if you are challenged by school staff if your ID lanyard or sticker is not visible; this is one way we ensure security for your children.

PTA committee members who have had security checks wear a pink lanyard. They may enter the school blocks with the advance permission of the Head of School and do not need to be supervised while carrying out activities such as preparing for parent events.

Additional Security Arrangements

For the safety of staff and students please adhere to the following:

- Any forgotten items can be dropped off by parents to the respective school office and will be delivered to the students by a staff member. Please do not try to access classrooms.
- We expect all students to leave the campus by 4.00pm. Any students who are not collected by that time are expected to wait at Main Reception.
- Please note that the campus and all school offices close at 4.30pm.
- Parents **MUST** ensure they wear parent ID tags and have car stickers on show.
- We ask parents to make an appointment to meet with teachers – staff have a busy teaching timetable and scheduled meetings or clubs after school so cannot always accommodate ad-hoc requests to meet. This also gives staff time to prepare and gather information needed,

5) How do we communicate with families?

iSAMS

Our data management system, iSAMS, is our main means of communication with parents. There are two versions of iSAMS – one for National School and one for International School. Our iSAMS Cloud Parent Portal gives you access through your phone to check your account, view student attendance, read newsletters, check medical information and more.

For further assistance with IT matters including iSAMS, please contact our IT team at service.seg.it@tenby.edu.my.

School Offices

Please take note of the email addresses of our School Secretaries. Please include your child's name and class when sending an enquiry.

National School (Primary & Secondary): Ms. Madhiahah – madhiahah.saad@tenby.edu.my

International School (Primary & Secondary): Ms. Sheena - sheena.abraham@tenby.edu.my

Main Phone: +607 558 8812

You may also contact our Parent Services Lead, Ms. Ponni for assistance at ponni.ramachandran@tenby.edu.my.

Media Channels

We have a campus Instagram page (@tenbyseg), Facebook page (Tenby Schools, Setia Eco Gardens) and LinkedIn page (Tenby Schools Johor (Setia Eco Gardens) plus other social media pages managed by individual schools or school groups.

Use of Social Media in the Community

We have a WhatsApp group run by our Parent-Teacher Association. We ask that our values of honesty, integrity and respect are upheld in this group and on other social media forums. They should be used to communicate messages, not for gossip about other students, parents or teachers. Please note Malaysia's laws against defamatory comments or invasion of privacy on social media.

Parents are expected to monitor their children's use of social media. Bad language, inappropriate images and/or cyber bullying may result in disciplinary action including exclusion or expulsion.

During the admission process, you have agreed for your child's images / videos to be used for promotional purposes. If you wish to reverse this, please contact our Marketing Manager, Ms. Christina at christina.ann@tenby.edu.my to express your intention.

If on campus, please do not photograph staff or students. At parent-attended events, you may photograph your own child with permission but please do not photograph other students.

Class Dojo

Primary and some secondary year-groups use Class Dojo to communicate with families. You will receive an invite to join Class Dojo when you join us. For any assistance, please speak to school secretaries.

Microsoft Teams

All students have Microsoft Teams as part their Office 365 account. Teachers may use this to communicate with them in class groups. Teachers may also use this to arrange online meetings with families where this is more convenient for both parties.

6) Absence from school

Student attendance is expected to be a minimum of 95%.

If a student is going to be absent from school, please notify the class/form teacher or school office in advance or as soon as possible. **Where a student is absent and no notification has been provided, the absence will not be authorised and parents will be contacted to establish the reason for the absence.** This is to ensure the safety of all students.

a) Absence for non-medical reason

Please avoid scheduling non-emergency medical or dental appointments during school hours and please do not take children on holiday during the school term. If absence for non-medical reasons on school days is unavoidable, then please complete an Absence Request Form, available from the School Office. The form must be emailed to the respective school secretaries in advance of the absence. The School does not set work for children who are taken out of school for during term time.

b) Absence due to ill-health

If your child is going to be absent from school due to illness, please ring the School Office or email the School Secretaries to let us know, giving the nature of the problem and the likely duration of absence. Upon return, please submit a letter or email to the class/form teacher briefly describing the reason for absence.

Medical Certificates are required for absences of more than two (2) days.

c) Leaving school early

If your child needs to leave school early, please inform the Class/Form teacher by letter or email at least one working day in advance. An "Exeat" form (available from the respective School Offices) must be collected by your child before departure.

If there is an emergency which requires you to pick-up your child before dismissal time, please call the school office before arriving at the school to make arrangements. Parents are required to wait at Main Reception (TISS, TIPS), Early Explorers Reception (EY) or National School Reception (SSTP/SSTS) to pick up their child.

Please note that where students are deemed to have a high rate of absence, parents will be contacted by the school for a discussion as to how to improve attendance and ensure learning time is maximised. If absence does not improve then further steps may need to be taken to ensure the matter is addressed.

d) School Nurse

We have a full-time School Nurse located in the Welcome Centre to advise and treat students and staff when illness or injury occurs during the school day. Your child's health details should be completed annually via our medical form and returned to the School Nurse. Please remember to update the School with any new information.

**Non-prescription medication (e.g., ibuprofen or antihistamines), as listed on the annual medical form, will only be administered at school by the nurse with written consent or after direct contact with parents. Other staff members are strictly prohibited from giving medication to students under any circumstances.*

Parents are encouraged to administer medication at home. However, if it is essential for medication to be given during school hours, the parent or guardian should follow the guidance below:

notification via email, letter, or *contact the school nurse*:

- The medicine should be handed over to and stored by the nurse; students are not permitted to keep the medicine, except for emergency items like an epi-pen, inhaler, or insulin for potentially life-threatening conditions (for upper primary and secondary students).
- Parents must provide medicine with clearly labelled details such as name, type, and Dosage. For younger students, emergency medicines like an epi-pen or inhaler will be kept by the teacher in the classroom, stored in a labelled and locked cupboard.

e) Accident procedure

In the event of any accident occurring at school, the School Nurse will take appropriate immediate action. Parents will then be informed by the School Nurse or teaching staff and will be given advice about seeking further medical treatment as needed. If parents are uncontactable, the student will be taken to the nearest hospital, accompanied by a member of staff. Please provide at least 3 emergency contact numbers so we can reach you in an emergency.

f) Insurance Claims

Parents may further contact the School Nurse on or email finance.seg@tenby.edu.my for insurance claims on accidents which have occurred in school.

7. Tenby Parent-Teacher Association

All parents automatically become a member of the Tenby SEG Parent-Teacher Association when their child joins the school.



Members of the PTC chair 3 sub-committees: Learning, Facilities and Events. These work with school leadership, providing a parent voice and helping improve our community experience.



Every year, members of the PTA elect a committee of parents (PTC) to work with the school in achieving our mission and purpose.

8) Food and Dining

- Our DeliCafe dining service is run by SHF under their DeliSchool brand.
- All DeliCafe staff are trained in customer service and health & safety protocols.
- Regular checks are made of food and hygiene following government regulations and best practice.
- Parents are welcome to prepare home-packed food for their child; however please refrain from sending in food containing peanut or nut-based protein. The aim of this is to reduce the risk of accidental reaction amongst children on campus who may have a nut allergy.
- Please do not send in home-packed food in glass/pyrex containers.
- There are water stations to be found around the school but we also advise that your child brings drinking water to school in a reusable and unbreakable container.
- Meal plans may be purchased via Vircle for all year-groups and offer a well-balanced, good value menu which saves parents time preparing meals each day. Students may also purchase meals and snacks daily using their Vircle card.
- Please ensure your child's Vircle card is topped up at all times. **Our DeliCafe does not accept cash.**

9) What other services are available?

Our school shop has school uniform to try on and sells small items of stationery, lab coats, and swimming bags.

You will receive a book list each year from your child's school and can order all textbooks online via <https://www.ubsm.com.my/>

10) What do I wear and bring to school?

School uniform is purchased through the Tek website at <https://www.tekbookmart.com/Login>

This is a campus overview and some schools may have additional guidance which they will share.

CURRENT UNIFORM

Early Years

Blue round-necked T-shirt with Tenby logo

Navy blue culottes or short pants

Tenby socks

Black shoes or sports shoes (completely black; no white/colour logos, details, symbols, lines)

Tenby baseball cap (optional)

Tenby navy fleece (optional)

Purple Early Explorers* bucket hat (optional)

Purple Early Explorers* polo shirt (optional)

*Our Early Explorers items are designed to be practical and easy to clean when pupils are doing 'messy' activities such as Art or outdoor play. They are an optional addition to the standard uniform in Early Years and Year 1.

Primary

Light blue polo shirt with Tenby logo (short or long-sleeved)

Navy shorts, long skirt, long trousers or culottes

Tenby socks

Black shoes or sports shoes (completely black; no white/colour logos, details, symbols, lines)

Tenby tudung (optional)

Tenby baseball cap (optional)

Tenby navy fleece (optional)

For Year 1 – Purple Early Explorers* bucket hat & purple Early Explorers* polo shirt (optional)

Secondary

Royal blue polo shirt with Tenby logo (short or long-sleeved)

Navy shorts, long trousers, long skirt or culottes

Tenby socks

Black shoes or sports shoes (completely black; no white/colour logos, details, symbols, lines)

Tenby tudung (optional)

Tenby baseball cap (optional)

Tenby navy fleece (optional)

Sports and PE Kit

House T-shirt

Navy shorts with the Tenby logo

White ankle socks

Sports shoes (with non-marking soles)

Swimming:

Black swimming costume or trunks (not board or surfing shorts)

Rash vest or 'quick dry' long-sleeved shirt for swimming (optional)

Swimming cap with the Tenby logo

Swimming goggles

Towel

Tenby black swimming bag

Students may only wear slides/flip-flops within the Aquatic Centre. They are not to be worn around campus for safety reasons.

Students are not allowed to opt out of their PE or swimming lesson unless a medical certificate is provided. Students who are well enough to be in school are considered well enough to participate in all curriculum activities, including PE and swimming.

Hair Styles

Hair for both boys and girls should be neat and tidy, extremes of fashion are not acceptable.

Hair should be of a reasonable length, long hair must be tied back when appropriate for safety reasons whilst at school.

Jewellery

In general, jewellery should not be worn to school for reasons of safety and to prevent loss. No student is allowed to have face or visible body piercings. The only exceptions are that students may wear one pair of simple studs or sleepers in the ears.

No other jewellery should be worn. Anything in excess of the above will be confiscated.

Makeup and Nail Varnish

Makeup, coloured contact lenses, fake nails and/or nail varnish should not be worn in school. Fingernails must be kept clean, neat and short. Body piercing and tattoos (real or fake) are not allowed.

11) Student Behaviour

Student behaviour is excellent at Tenby Schools Setia Eco Gardens because we have strong policies and procedures in place. Please visit our school website at Tenby Setia Eco Gardens website to see our policies or on request at Main Reception/from School Secretaries.

Alcohol, Drugs and Smoking

Possession and consumption of alcohol and drugs are not permitted at school or during school functions. The same goes for possession and/ or use of tobacco (smoking) or vaping e-cigarettes. Consequences may include temporary suspension or permanent expulsion from the school.

Expulsion and Suspension

Serious negative behaviour or disciplinary issues will be reviewed by the School Leadership Teams and Campus Principal. The decision as to appropriate consequences will be made by the Campus Principal based on review of the evidence and advice from the School Leadership Teams. These consequences may include temporary suspension or permanent expulsion from the school.

Reporting Bullying

All reports of bullying will be treated seriously and investigated in line with our anti-bullying policy. Bullying is to be reported to the Class/Form teacher, our Safeguarding team or a member of the teaching staff.

The teacher will submit a report on our MyConcern electronic system which will go immediately to our School Leadership and Safeguarding teams. The school will take immediate action in the form of investigation and appropriate outcomes.

Retaliation against students for reporting bullying is prohibited. Students who retaliate against others will immediately receive consequences as deemed fit by the school.

12) What Student Leadership Opportunities are on offer?

Students are encouraged to take advantage of the range of opportunities that the school offers to develop and demonstrate their leadership capabilities. Student leaders provide a beneficial impact to the whole student body as well as the wider school community.

Each school has its own leadership opportunities and formal student leadership positions across campus include student councillors, house captains and digital ambassadors.

13) Do we offer Scholarships?

We offer Tenby Scholarships in both TISS and SSTS based on academic, sporting and other areas of excellence. We will notify you when these are available and how to apply.

14) What is the Rewards System?

At Tenby Schools SEG we place a strong emphasis on encouraging our students to develop within a safe and caring environment. We aim to nurture the talents of all of our students and celebrate their successes as they develop and grow. Each of our schools celebrates success and rewards students in many different ways; however, all our schools award student points through our house system.

The House System

New students will be assigned to a House when they are accepted to join the school. Students are rewarded with house points; these house points earn individual students a personalised certificate and also earn points for the student's house.

House points are awarded for excellent behaviour/ attitude and/or outstanding work or effort.

Once given, a house point cannot be taken away.

House points should not be given for meeting normal expectations e.g. handing in homework on time.

Certificates

Bronze certificate

When a student has won 100 points they will be awarded a personalised bronze certificate at an assembly. When they win a bronze certificate a student also wins 10 points for their house.

Silver certificate

When a student has won 200 points they will be awarded a personalised silver certificate at an assembly. When they win a silver certificate a student also wins 20 points for their house.

Gold certificate

When a student has won 300 points they will be awarded a personalised gold certificate at an assembly. When they win a gold certificate a student also wins 30 points for their house.

16) What is our Co-curricular Activities Offer?

Co-curricular activities (CCAs) are an integral part of the educational programme provided by the School. They are a major element of the School's policy of providing an all-round holistic education. They are offered for students of all ages and all students are expected to take at least one CCA each week.

CCAs are run on a termly basis with the full programme and instructions on how to sign up sent out to all families. They usually run from 3pm to 4pm. Registration and payment is through the Schools Buddy application.

For CCAs which are provided by teachers, there is a flat resources charge of RM100 per term. For CCAs provided by external agencies, they set their own fees.

The school is committed to supporting a diversified and balanced programme of co-curricular activities. It sees the goal of such activities as the life enrichment of each student through development of good sportsmanship, skills, health, strength, self-reliance, emotional maturity, and social growth. The CCA programme is designed to meet the needs and interests of all students.

Our CCA programme caters to all students in International and National Primary and Secondary. The list of subjects may vary from one term to another.

Our National School runs a KOKU programme to meet the requirements of the Malaysian National Curriculum for extra-curricular activities and uniform clubs. Further details available from the school.

17) Do we offer Trips and Residential?

Educational visits and camps are an integral part of the School's curriculum provision. As well as supporting academic learning, many students have found them hugely beneficial for their personal growth, for example:

- becoming improved communicators
- having more confidence
- developing team work skills
- developing compassion for others
- learning about integrity and responsibility

Every student should experience at least one trip per school term and every older student should take part in at least one residential each academic year. Students are expected to participate in all educational trips and residential as they are part of our school curriculum. On rare occasions where students are unable to attend, no work will be provided and parents will need to make arrangements for students to be supervised at home.

18) Students' Personal Property

a) Student Storage

Students may be allocated a locker, cubby space or tray in which to keep their personal possessions, including books and other necessary educational equipment that a student needs to bring to school. They are not intended for valuable or expensive items of personal property that should be left at home.

Although the School will do all it reasonably can to ensure the security of students' possessions, it cannot take responsibility for them in the event of loss.

b) Mobile Phones and smartwatches

Students are advised and encouraged to leave mobile phones and smartwatches with mobile phone communications capability (e.g. sending/receiving notifications and messages, making calls, taking photographs) at home and not bring them to school. If this advice is not followed, the School cannot take responsibility for mobile phones or smartwatches which go missing.

If mobile phones/smartwatches with mobile phone capability are brought to school they should be turned off (not silent mode) when the student enters the campus and should be locked in lockers, kept in their bag or handed to their teacher as per individual school policy. This applies to all students on campus. If a child needs to make a phone-call as a genuine emergency, then he or she should do so at the respective School Office. Students may turn their phone or smartwatch back on when they leave the campus.

Students are not allowed to use either a mobile phone or camera to take photographs/video footage on the School campus at any time unless specifically requested by a teacher for learning purposes. No images taken are allowed to be shared on social media or websites without prior permission from the Campus Principal.

c) Student-owned Devices

Students from Year 3 upwards in International Primary and from Standard 4 upwards in National Primary and in both Secondary schools may bring a tablet or laptop to school for the purposes of learning. The device must be registered with our IT team and software they will need for their school work will be downloaded free of charge. See our Student Usage of Digital Devices policy on our [school website – policies](#) for further details.

d) Valuables

Students should not bring valuable items such as expensive watches, phone watches, electronic equipment, cameras or large sums of money with them to school. School cannot be held responsible for any damages or loss.

e) Dangerous Items including Weapons

From the ISP Weapons Policy:

It is the policy of ISP to promote the highest level of safety and security in all its activities. Accordingly,

ISP HAS A ZERO TOLERANCE TO WEAPONS AND NO PERSON WHILE ON ISP PREMISES SHALL STORE OR CARRY A WEAPON THAT COULD ENDANGER THOSE AROUND THEM.

Firearms (including "mock" weapons), knives, other bladed instruments, and explosives (including fireworks), matches, lighters etc. are totally prohibited from the School campus and on school trips and off-site activities. This is applicable to staff, students, parents and any visitors on campus. Any failure to adhere to this requirement will be regarded as a serious disciplinary matter. Sanctions may include but are not limited to permanent expulsion, dismissal, contract termination, permanent exclusion from ISP premises and events, termination of contract with the family. See our Weapons Policy, available on our school website or on request at Main Reception/from School Secretaries for further details.

Students are also prohibited from bringing the following items into school:

- Laser pointers
- Craft knives or craft blades

f) Lost Property

The School does not keep lost property. All student belongings must be clearly labelled with their name and class. Only labelled items will be returned. Unclaimed items will be given to charity or disposed of, depending on the condition of the items.

19) How do I make payments?

All payments by parents or guardians must be made at the Finance Office where Finance staff will issue a receipt. Other members of staff are not allowed to accept payments. Our Finance Office is open at the following hours during term-time:

8.30am to 9.30am & 2.30pm to 4pm

The office closes at 3.30pm outside term-time.

Term fees are invoiced each term and are due by the beginning of each term. Invoices will be emailed or sent to parents before the start of the term. The school reserves the right to impose a late payment charge of 5% per annum on all outstanding fees which have not been paid by the 15th day of the commencement of the new school term.

Fees can be paid by cheque, wire transfer, online transfer or by credit card. Please note for legal compliance and reducing the risk of handling large volumes of money, cash payments are strictly discouraged. Cheques should be made payable to '**Tenby Southern Sdn Bhd**' for those enrolled in Tenby International School. For those enrolled in Sekolah Sri Tenby, please issue the cheque to '**Tenby Education Sdn Bhd**'.

Administrative Charges

Any request for additional hard copies of school reports, testimonials, certificates or other documents from the School will incur an administrative charge of RM5 per page.

20) Integrity, Honesty, Respect

We ask that everyone in our community acts with integrity, communicates with honesty and treats others with respect. These are our three relationship values.

Our staff aim to deliver the best possible service to all members of our school community and we hope that in the vast majority of cases we are successful. If you feel that the level of service has not been good enough, please let us know and we will do our best to rectify the matter.

Please note that should anyone subject a member of the school staff to foul and abusive language, extreme rudeness or aggression they will be asked to leave (or if necessary will be removed from) the campus or their access to the campus may be restricted to pick-up/drop-off zones only. This includes rude or abusive references to staff members made through social networking.

Many concerns or complaints arise as a result of misunderstanding or can easily be resolved by direct contact between the concerned person and the appropriate member of the school staff. Every effort should therefore be made to resolve a concern or complaint informally with the relevant member of the school staff. Parents may also escalate the matter to the Head of Department/Head of Year or Senior Leadership team of the school. They may also reach out to the Campus Principal with concerns, complaints or feedback.

If the matter cannot be resolved informally, then parents are entitled to make a formal complaint following the process set out in our Concerns and Feedback policy, a copy of which is on the policies section of the school website or available on request from school secretaries.

20) Useful Contacts

We aim to acknowledge email contact within 1 working day. For urgent matters, please phone:

Main Phone: +607 558 8812

Ms Sheena – International Schools Secretary/CCA Co-ordinator sheena.abraham@tenby.edu.my
Ms Madhihah – National Schools Secretary/CCA Co-ordinator madhihah.saad@tenby.edu.my
Ms. Bella – CP's Executive Secretary/ILOS Co-ordinator nabilah.suhot@tenby.edu.my
Nurse Kasthuri - school nurse +60 11 3660 0970 kasthuri.lechemanan@tenby.edu.my

Ms Ponni - Parent Services Lead - for general parent support matters +6017 850 9051
ponni.ramachandran@tenby.edu.my

Ms Jasmine - Admissions Manager +60137947717 jasmine.james@tenby.edu.my

If you wish to speak to your child's teacher or make an appointment for a meeting, please leave a message with the school secretary or send a message via email/Class Dojo. Please do not expect a response during the working day as the teacher will be busy with their students, helping them learn and get better.