



Madinaty Integrated Language Schools (MILS)

Parents & Students Handbook

Academic Year 2026–2027

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1. Welcome Message

Message from the Principal

Dear Parents, Guardians, and Students,

Welcome to the 2026–2027 academic year at **Madinaty Integrated Language Schools (MILS)**.

We are delighted to welcome both our returning families and those joining our school community for the first time. At MILS, we believe that every student has unique talents and unlimited potential. Our mission is to provide a safe, inclusive, and inspiring learning environment where students are encouraged to achieve academic excellence, develop strong character, and become confident, responsible global citizens.

Education today extends beyond academic success. It is about preparing young people with the knowledge, skills, values, and mindset needed to thrive in an ever-changing world. Through high-quality teaching, innovative learning experiences, technology integration, STEAM education, leadership opportunities, wellbeing initiatives, and meaningful community engagement, we strive to support the development of the whole child.

The Parent & Student Handbook has been prepared to help families understand the school's expectations, policies, procedures, and the many opportunities available throughout the school year. We encourage every parent and student to read this handbook carefully and refer to it whenever needed.

Thank you for choosing MILS as your partner in your child's educational journey. Together, we look forward to another successful year filled with learning, achievement, and memorable experiences.

We wish all our students a happy, safe, and successful academic year.

School Principal

Madinaty Integrated Language Schools (MILS)

Working in Partnership with Families

At MILS, we believe that a strong parent-school partnership supports every student's academic success, wellbeing, and personal development. Open communication, mutual respect, and shared responsibility are essential to this partnership.

Families are encouraged to:

- Maintain regular communication through official school channels.
- Support their child's attendance, punctuality, and readiness to learn.
- Monitor academic progress and school communications.
- Participate in parent meetings, workshops, and school events.
- Reinforce the school's values and behavioural expectations.
- Work collaboratively with teachers and school leaders to support their child's wellbeing and achievement.

Together, we can create a positive learning environment that helps every student grow into a confident, compassionate, and responsible individual.

How to Use This Handbook

This Handbook provides an overview of the key expectations, procedures, and information at Madinaty Integrated Language Schools (MILS). It should be read alongside the school's applicable policies, procedures, and guidelines, as well as relevant Ministry of Education (MOE) requirements and regulations.

Detailed information is available through the active links provided throughout the Handbook. Where applicable, Ministry of Education requirements and regulations shall take precedence.

Parent Consent: Parents are required to read this Handbook carefully and discuss the key expectations with their child/children. After reading the Handbook, parents should **print the [Parent Consent](#), sign it, and submit the signed copy to the Front Office** as confirmation that they have received, read, and understood the Handbook and agree to support their child/children in following its expectations.

2. About Madinaty Integrated Language Schools (MILS)

School Overview

Madinaty Integrated Language Schools (MILS) is committed to providing a high-quality education that empowers students to become confident learners, responsible citizens, and lifelong achievers. The school offers a comprehensive educational journey from Kindergarten through Secondary School, combining academic excellence with character development, innovation, and student wellbeing.

Our educational approach prepares students for success in an ever-changing world by fostering critical thinking, creativity, collaboration, communication, and responsible citizenship. Through engaging learning experiences, modern teaching practices, and a supportive school environment, MILS nurtures every student's academic, personal, social, and emotional growth.

Learning at MILS extends beyond the classroom. Students are encouraged to participate in a wide range of academic, sporting, artistic, cultural, leadership, STEAM, and community service opportunities that enrich their educational experience and help them discover their individual strengths and interests.

MILS is dedicated to maintaining a safe, inclusive, and respectful learning environment where every student is valued, challenged, and inspired to reach their full potential.

Governance and Management

MILS operates under the Egypt Education Platform (EEP) and is led by a team of experienced educational professionals committed to maintaining the highest standards of teaching, learning, student wellbeing, and school operations.

The school's leadership team works collaboratively with academic leaders, teachers, professional support staff, students, and parents to ensure continuous improvement across all aspects of school life. Leadership responsibilities include:

- Providing strategic direction and educational leadership.
- Ensuring high standards of teaching, learning, and assessment.
- Promoting student wellbeing, safeguarding, and inclusion.
- Maintaining a safe, secure, and supportive learning environment.
- Encouraging innovation and continuous professional development.
- Strengthening partnerships between the school, families, and the wider community.

Through a culture of collaboration, accountability, and continuous improvement, the leadership team strives to provide every student with exceptional educational experience.

Egypt Education Platform (EEP)

Madinaty Integrated Language Schools (MILS) is proud to be part of the **Egypt Education Platform (EEP)**, one of Egypt's leading education providers committed to delivering outstanding learning experiences and preparing students for future success.

EEP supports its schools by promoting educational excellence, innovation, digital transformation, and continuous improvement. Through shared expertise, professional development, quality assurance, and strategic educational initiatives, EEP enables schools to provide students with learning opportunities that meet both national and international standards.

As a member of EEP, MILS benefits from:

- High standards of educational quality and continuous improvement.
- Ongoing professional learning for teachers and school leaders.
- Innovative teaching and learning practices.
- Integration of educational technology and digital learning.
- Strong governance and quality assurance processes.
- Opportunities for collaboration across the EEP network.

Together, MILS and EEP are committed to developing knowledgeable, compassionate, innovative, and resilient learners who are prepared to contribute positively to their communities and succeed in an increasingly interconnected world.

Section 3 | Vision, Mission and Core Values

At Madinaty Integrated Language Schools (MILS), our Vision, Mission, and Core Values define who we are and guide every aspect of school life. They shape our approach to teaching and learning, student wellbeing, leadership, innovation, and our partnership with families. Together, they reflect our commitment to preparing students to become confident, compassionate, and responsible citizens who are ready to contribute positively to their communities and the wider world.

Vision

Innovative citizens contributing to all aspects of human welfare and reshaping the world.

Mission

To deliver highly dynamic, progressive, and personalized learning that enables students to be leaders, designers, creators, and contributors in our world.

Core Values

Global Citizenship

We believe in promoting diversity and building communities.

Growing by Learning

We believe that continuous learning is the fuel for continuous growth.

Pursuing Excellence

We believe that "great" is not good enough.

Leading Through Innovation

We believe the world needs more innovators.

Section 4 | School Organization

Madinaty Integrated Language Schools (MILS) provides a continuous educational journey from the KG Stage through Secondary School. Each stage is carefully designed to support students' academic achievement, personal development, and wellbeing while preparing them for the next phase of learning.

Our school is organized into four educational stages, each offering age-appropriate learning experiences within a safe, inclusive, and stimulating environment. Every stage is led by experienced educational leaders who work closely with teachers, students, and parents to ensure high standards of learning, care, and student success.

KG Stage (Kindergarten)

The KG Stage provides children with a caring, stimulating, and engaging environment where learning begins through purposeful play, exploration, and guided discovery. Students develop early literacy, numeracy, communication, creativity, independence, and positive social skills, establishing strong foundations for lifelong learning.

Primary Stage

The Primary School builds upon these foundations by strengthening students' academic knowledge while encouraging curiosity, confidence, and independence. Learning experiences promote collaboration, critical thinking, creativity, and responsibility, preparing students for a smooth transition to the Preparatory School.

Preparatory Stage

The Preparatory School supports students as they become more independent learners and responsible young people. Students are encouraged to develop critical thinking, effective communication, problem-solving, and decision-making skills while continuing to strengthen their academic achievement and personal growth.

Secondary Stage

The Secondary School prepares students for higher education and future career pathways through a rigorous and balanced academic program. Students are encouraged to become confident leaders, innovative thinkers, responsible global citizens, and lifelong learners equipped with the knowledge, skills, and values needed for success beyond school.

Section 5 | Academic Program

The Academic Program at Madinaty Integrated Language Schools (MILS) is designed to provide students with a high-quality education that combines the Egyptian National Curriculum with innovative teaching practices and enriching learning opportunities. Our program develops academic excellence while fostering critical thinking, creativity, collaboration, communication, and responsible citizenship, preparing students for higher education and future success.

Curriculum Overview

The curriculum offers a broad, balanced, and progressive educational experience that supports academic achievement while nurturing students' intellectual, social, emotional, and personal development.

To enrich learning, MILS integrates a range of educational programs and digital platforms, including **Cambridge Assessment English, IXL, Reading Ocean (Lower Primary), Algorithmics, V.Laby,** and **Mental Math**, enhancing language development, personalized learning, digital literacy, scientific inquiry, and mathematical thinking.

Teaching and Learning

Teaching at MILS is student-centered, engaging, and inclusive. Teachers use a variety of evidence-based instructional strategies, differentiated learning approaches, purposeful technology integration, and collaborative learning experiences to meet the diverse needs of students and promote active participation.

Our classrooms encourage curiosity, critical thinking, creativity, problem-solving, and independent learning while maintaining high academic expectations for all students.

Assessment and Reporting

Assessment is an integral part of the learning process and is designed to monitor student progress, provide meaningful feedback, and support continuous improvement.

Students are assessed through a variety of methods, including classwork, projects, presentations, Monthly Exams, Weekly quizzes, assignments, and formal assessments at the end of each Term.

Parents are kept informed of their child's progress through report cards, parent-teacher conferences, and ongoing communication throughout the academic year.

Academic Integrity

MILS promotes a culture of honesty, responsibility, fairness, and respect for intellectual property. Students are expected to complete their work with integrity, acknowledge the ideas of others appropriately, and use digital resources responsibly.

The ethical and responsible use of Artificial Intelligence (AI) is encouraged to enhance learning while maintaining academic honesty. Students must ensure that submitted work reflects their own understanding and complies with school expectations. Further guidance is provided in the **Digital Citizenship and Responsible Technology Use** section of this handbook.

Homework Expectations

Homework is designed to reinforce classroom learning, develop independent study habits, strengthen organizational skills, and encourage responsibility.

Assignments are purposeful, age-appropriate, and aligned with curriculum objectives. The amount and type of homework vary according to students' age and stage of learning.

The School Day & Timetable

The MILS school week runs from Sunday to Thursday. The instructional day consists of 10 periods, including a break. Lessons begin at 8:00 a.m. and the school day ends at 2:40 p.m.

For individual class schedules and subject timings, please refer to the [Students' Timetables](#) available on the school website.

Weekly Learning Plan & Learning Resources

To keep families informed and support learning at home, the school shares a Weekly Learning Plan with parents at the end of each week. The plan provides an overview of what has been covered, classwork and homework, upcoming quizzes, required materials and relevant links, as well as the topics and titles that will be covered in the following week across all subjects.

In addition, teachers upload the necessary learning materials, resources, and additional worksheets to the school LMS, Phoenix Classroom, where parents and students can access them as needed.

Parents can also access the Parents' Resources section on the school website (mils-egypt.com), which provides important information and resources, including student timetables, examination schedules, school forms, guides, and other materials to support students and families throughout the academic year.

Section 6 | Attendance and Punctuality

Regular attendance and punctuality are essential for students to benefit fully from their learning experience at MILS. Students are expected to attend school regularly, arrive on time, and be ready to learn.

Parents are expected to:

- Ensure their child attends school regularly and arrives on time.
- Report absences through the approved school communication channel.
- Inform the school promptly of any planned or unexpected absence.
- Follow the procedures for early departure when necessary.

Students are expected to attend all scheduled lessons and activities and to arrive on time.

For detailed information on **attendance requirements, absence reporting, lateness, early departure, and related procedures**, please refer to the [MILS Attendance Policy](#) through the active link provided.

Section 7 | Student Wellbeing and Support

MILS is committed to supporting the **academic, social, emotional, and personal wellbeing** of every student. We aim to provide a safe, inclusive, and supportive environment where students feel valued and able to succeed.

Support is provided through:

- Student wellbeing and pastoral support.
- Learning support and appropriate interventions.
- Inclusive education and individual student support.
- Counselling and guidance when needed.

MILS works in partnership with families to support students' wellbeing, development, and progress.



Section 8 | Safeguarding and Child Protection

MILS is committed to safeguarding and protecting the wellbeing of every student. We provide a safe environment where students are respected, supported, and encouraged to speak up when they are concerned.

For detailed information about safeguarding responsibilities, reporting concerns, child protection procedures, and online safety, please refer to the [GEMS Safeguarding Policy](#).

Our Commitment

All members of the school community share responsibility for safeguarding students.

Concerns related to a student's safety, wellbeing, or protection should be reported promptly to the appropriate member of the [MILS Safeguarding Team](#).

Section 9 | Health, Safety and Security

Health, safety, and security of students, staff, and visitors are fundamental priorities at Madinaty Integrated Language Schools (MILS). The school is committed to maintaining a safe, secure, and healthy environment that supports learning and wellbeing.

Students, staff, and parents all share a responsibility for promoting safe practices and following school procedures to ensure the wellbeing of the entire school community.

Campus Security

MILS maintains appropriate security measures to help ensure a safe learning environment. Access to the school campus is monitored, and security personnel are present throughout the school day.

Students are expected to always follow school safety instructions and immediately report any unsafe situations or concerns to a member of staff.



Visitor Procedures

To ensure a safe and respectful school environment, all visitors must follow the school's visitor procedures:

- Sign in at the designated reception area and wear the required visitor identification.
 - Follow all school security and safeguarding procedures.
 - Remain accompanied or supervised where required.
 - Access only the areas approved by the school.
 - Wear appropriate and respectful clothing suitable for a school environment.
 - Always follow the instructions of school staff and security personnel.
-

School Clinic

The school clinic provides first aid and basic healthcare services during the school day. Qualified medical staff are available to respond to illness, minor injuries, and medical emergencies that occur on campus.

Parents will be contacted whenever a student requires medical attention beyond routine first aid or needs to be collected from school due to illness.

Medication Procedures

To protect students' safety, medication should only be administered at school when it is medically necessary.

Parents must:

- Inform the school of any medical conditions, allergies, or ongoing health concerns.
- Provide any required medical documentation.
- Supply medication in its original, clearly labelled container.
- Follow the school's medication authorization procedures.

Students should not carry or share medication unless specifically authorized by the school.

Emergency Contacts

It is essential that parents keep their emergency contact information up to date throughout the academic year.

Families should promptly notify the school of any changes to:

- Parent or guardian contact details.
- Emergency contacts.
- Home address.
- Medical information or allergies.
- Individuals are authorized to collect the student.

Accurate information enables the school to respond quickly in the event of an emergency.

Emergency Evacuation and Lockdown Procedures

MILS maintains emergency response procedures to protect students, staff, and visitors during emergencies.

The school conducts regular emergency drills, including evacuation and lockdown procedures, to ensure that everyone is familiar with the appropriate actions to take.

Students are expected to follow staff instructions promptly and cooperate fully during all drills and emergency situations.

Section 10 | Student Code of Conduct

Madinaty Integrated Language Schools (MILS) expects all students to contribute to a safe, respectful, and positive learning environment.

Students are expected to:

- Follow school rules and staff instructions.
- Attend regularly and arrive on time.
- Treat others with respect and courtesy.
- Take responsibility for their actions.
- Respect school property and the belongings of others.
- Demonstrate honesty and integrity in their academic work.
- Use technology and AI responsibly and appropriately.

MILS addresses misconduct fairly and appropriately in accordance with the [school's Disciplinary Policy](#) and the [Ministry of Education \(MOE\) Disciplinary Policy](#).

Section 11 | Anti-Bullying Policy Overview

MILS is committed to providing a **safe, respectful, and inclusive environment** where every student feels valued and protected.

Bullying, harassment, intimidation, and discriminatory behaviour are not tolerated at MILS.

Students are encouraged to:

- Treat others with respect and kindness.
- Respect differences and personal boundaries.
- Speak up and report concerns to a trusted member of staff.
- Support others and avoid participating in or encouraging bullying behaviours.

Parents and students are encouraged to report concerns promptly so that the school can respond appropriately and provide the necessary support.

For detailed guidance, reporting procedures, and investigation processes, please refer to the school's [Anti-Bullying Policy](#), also, available through the school's official communication channels and website.

Section 12 | Digital Citizenship and Responsible Technology Use

MILS promotes responsible, safe, and respectful use of technology. Students are expected to use digital platforms, the internet, social media, AI tools, and school technology appropriately and responsibly.

Students should:

- Communicate respectfully online.
- Protect their personal information and the privacy of others.
- Use digital resources responsibly.
- Follow school rules when using technology and personal devices.
- Use AI only in ways permitted by the school and maintain academic integrity.

- For detailed guidance on internet safety, online behavior, AI use, academic integrity, and technology expectations, please refer to the [MILS AI and Internet Policy](#) through the active link provided.
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Section 13 | School Uniform

The MILS uniform supports a sense of belonging, school identity, and equality among students.

Students are expected to:

- Wear the approved school uniform correctly and appropriately.
 - Wear the designated PE uniform for PE lessons and activities.
 - Maintain appropriate personal grooming and appearance.
 - Keep their uniform clean, neat, and in good condition.
-

Section 14 | Transportation Services

MILS is committed to providing a safe and respectful transportation environment for students.

Students using school transportation are expected to:

- Follow the instructions of the bus supervisor and driver.
- Remain seated and wear seat belts where provided.
- Behave respectfully towards other students and transportation staff.
- Keep the bus clean and take care of its equipment.
- Follow all safety rules and procedures.

Parents are expected to support the school's transportation procedures and ensure that students understand their responsibilities.

For detailed transportation procedures, safety requirements, conduct expectations, and consequences for misconduct, please refer to the [MILS Transportation Policy/Guide](#) through the active link provided.

Section 15 | Food, Nutrition and Healthy Lifestyles

At Madinaty Integrated Language Schools (MILS), we recognize that healthy eating and active lifestyles play an important role in students' wellbeing, learning, and overall development. We encourage students to make healthy choices that support their physical and mental health throughout the school day.

Healthy Lunch Guidelines

Parents are encouraged to provide balanced and nutritious meals that support students' energy, concentration, and wellbeing during the school day.

A healthy lunch should include a variety of nutritious foods such as:

- Fresh fruits and vegetables.
- Whole grains.
- Dairy products or healthy alternatives.
- Protein-rich foods such as cheese, eggs, beans, chicken, or tuna.
- Water as the preferred drink.

To promote healthy eating habits, parents are encouraged to limit foods and drinks that are high in sugar, salt, or unhealthy fats.

Food Allergies

The health and safety of students with food allergies is a shared responsibility between families and the school.

Parents should:

- Inform the school of any diagnosed food allergies or dietary requirements.
- Provide up-to-date medical information and emergency care instructions where required.
- Notify the school promptly of any changes to their child's medical condition.

Students are encouraged not to share food or drinks with others to help reduce the risk of allergic reactions.

Birthday Celebrations

Birthday celebrations should support the school's commitment to student wellbeing and minimize disruption to learning.

Parents wishing to celebrate a child's birthday at school should coordinate in advance with the appropriate school section.

If refreshments are provided, they should:

- Be individually packaged where possible.
- Be suitable for the students' age group.

- Consider the health, dietary, and allergy needs of classmates.

The school reserves the right to limit or modify birthday celebrations to ensure the safety and wellbeing of all students.

Canteen Services

The school canteen provides food and beverages that aim to support healthy eating habits.

Students are encouraged to:

- Make healthy food choices.
- Follow appropriate behavior and hygiene practices while using the canteen.
- Keep dining areas clean and dispose of waste responsibly.

Parents are encouraged to discuss healthy food choices with their children and support the development of lifelong healthy eating habits.

For further guidance regarding food allergies, medical conditions, or nutrition-related procedures, please contact the school clinic or refer to the relevant school policies.

Section 16 | School Activities and Enrichment

At Madinaty Integrated Language Schools (MILS), learning extends beyond the classroom. We believe that participation in a wide range of educational, cultural, sporting, artistic, leadership, and community activities enriches the student experience and supports the development of well-rounded, confident, and responsible individuals.

Students are encouraged to participate actively in school life, discover their interests and talents, develop new skills, and build meaningful relationships with their peers and teachers.

Educational Visits and Trips

Educational visits and school trips provide valuable opportunities for students to extend their learning through real-world experiences.

These activities are carefully planned to complement the curriculum, encourage curiosity, and develop students' understanding of the world around them. Student safety and wellbeing remain the school's highest priority, and all visits are conducted in accordance with the school's health, safety, and safeguarding procedures.

Parents will be informed in advance of planned educational and entertainment visits, where required, consent will be obtained before participation.

Clubs and Activities

MILS offers a variety of extracurricular clubs and enrichment activities designed to support students' academic, creative, physical, and personal development.

Activities may include opportunities in areas such as:

- STEAM, robotics, coding, and innovation.
- Sports.
- Visual and performing arts.
- Music.
- Drama.
- Languages and cultural activities.
- Chess.
- Public speaking, debate, and Model United Nations (MUN).

The range of clubs and activities may vary each academic year according to student interests and school programs.

School Events

Throughout the academic year, students are encouraged to participate in a variety of school events that celebrate learning, creativity, culture, leadership, and achievement.

These may include:

- Academic exhibitions and showcases.
- National and international competitions.
- Cultural celebrations.
- Sports events and tournaments.
- Performing arts productions.
- Innovation and STEAM events & competitions.
- School assemblies and special celebrations.
- Charity and community engagement initiatives.

Participation in these events helps students develop confidence, teamwork, resilience, and a strong sense of belonging within the school community.

Student Leadership Opportunities

MILS believes that leadership is developed through meaningful participation and service to others.

Students are encouraged to take on leadership roles that promote responsibility, initiative, collaboration, and positive citizenship. Opportunities may include:

- Student Advisory Council “SAC”.
- Class leadership roles.
- Student ambassadors.
- Peer mentoring and mentoring initiatives.
- Community service projects.
- School committees and event organization.

Through these experiences, students develop communication, decision-making, teamwork, and problem-solving skills while making positive contributions to the school community.

Information about available clubs, competitions, educational visits, leadership opportunities, and enrichment activities is shared with students and parents throughout the academic year through the school's official communication channels.

Section 17 | Parent Partnership

At Madinaty Integrated Language Schools (MILS), we believe that a strong partnership between school and home is essential to every student's success. Open communication, mutual respect, and shared responsibility enable students to achieve their academic, social, and personal potential.

Parents are valued members of the school community, and we encourage active engagement in their child's education and school life.

Communication Channels

MILS is committed to maintaining clear, timely, and effective communication with parents.

Official school communication may include:

- The school's digital communication platform “**Phoenix**”.
- Email notifications.

- Parent meetings and conferences “**PTC**”.
- School newsletters and circulars.
- The school website and official social media channels ” **Facebook & Instagram**”.

Parents are encouraged to ensure that their contact information remains up to date and to regularly check school communications for important announcements and updates.

Parent Meetings

The school provides regular opportunities for parents to discuss their child's academic progress, wellbeing, and personal development.

These opportunities may include:

- Parent-Teacher Conferences “PTC”.
- Individual meetings with teachers or school leaders.
- Information sessions and orientation events.

Parents are encouraged to attend [scheduled meetings](#) and maintain ongoing communication with the school whenever concerns or questions arise.

Parent Workshops

Throughout the academic year, MILS offers workshops and information sessions to support parents in their role as partners in learning.

Topics may include:

- Student wellbeing and safeguarding.
- Positive parenting strategies.
- Digital citizenship and online safety.
- Academic support at home.
- Assessment and curriculum updates.
- Health, wellbeing, and personal development.

These sessions provide valuable opportunities for families to strengthen their partnership with the school and support their children's learning and development.



Home-School Collaboration

The most successful educational outcomes are achieved when students, parents, and the school work together.

Parents are encouraged to:

- Support regular attendance and punctuality.
- Encourage positive behavior and respect for school expectations.
- Monitor homework and academic progress.
- Promote healthy routines and responsible technology use.
- Inform the school of any changes that may affect their child's wellbeing or learning.
- Communicate openly and respectfully with teachers and school staff.
- Encourage their child to participate in school activities and enrichment opportunities.

MILS values the trust placed in us by our families and is committed to maintaining a collaborative partnership built on respect, transparency, and a shared commitment to student success.

Section 18 | Parent Code of Conduct

MILS values a respectful and collaborative partnership with parents and families. Parents are expected to contribute positively to the school community and communicate with staff in a respectful and constructive manner.

Parents are expected to:

- Communicate respectfully with staff and other members of the school community.
- Follow the school's communication and complaint procedures.
- Respect school policies and procedures.
- Follow visitors and security requirements when on campus.
- Use social media responsibly and respect the privacy of students and staff.
- Work collaboratively with the school in support of their child's education and wellbeing.

For detailed expectations regarding communication, behavior on campus, social media, and working with staff, please refer to the [MILS Disciplinary Policy](#) through the active link provided.

Section 19 | Complaints and Feedback Procedure

MILS welcomes constructive feedback and is committed to addressing concerns fairly, respectfully, and promptly.

Parents are encouraged to raise concerns through the appropriate school channels and, wherever possible, seek to resolve them at the earliest stage through respectful communication.

Parents should follow the communication channels and procedures outlined as follows:

Complaints and Concerns

MILS welcomes feedback and values open communication.

Parents are encouraged to follow the school's established complaints procedure and raise concerns through the appropriate school channels and levels of leadership:

1. Email the school (frontoffice_mil@gemsedu.com)
2. Set appointment with the Head of Stage /principal according to the [School-Parent Communication timetable](#)

Lost and Found

Personal items found on school premises are collected and kept in the **School Front Office**.

Parents are encouraged to label all personal belongings, especially **uniforms, water bottles, and lunch boxes**, and to check the Lost and Found area regularly.

At the end of each term, all unclaimed Lost and Found items will be **donated to charity**.

Section 20 | Inclusion, Diversity and Equal Opportunities

Madinaty Integrated Language Schools (MILS) is committed to creating an inclusive and respectful environment where every student is valued, supported, and provided with equitable opportunities to learn and succeed.

MILS:

- Respects individual differences and diversity.
 - Promotes a sense of belonging for all students.
 - Supports students according to their individual learning needs.
 - Promotes equal opportunities and respectful relationships.
 - Does not tolerate discrimination, harassment, or unfair treatment.
-

Section 21 | Photography, Media and Publications

MILS celebrates student learning, achievements, and participation in school activities through photographs, videos, and other media.

Student images or recordings may be used in appropriate school communications and publications in accordance with the consent provided by parents or guardians.

Parents are encouraged to review and sign the school's media consent arrangements in this Handbook and communicate any changes to their preferences through the appropriate school channels.

Section 22 | Data Protection and Privacy

MILS is committed to protecting the privacy and confidentiality of student and family information.

The school:

- Collects and uses information responsibly for educational and operational purposes.
- Maintains appropriate confidentiality of student records.
- Limits access to personal information to authorized individuals.
- Takes appropriate measures to protect personal information.
- Maintains records in accordance with applicable requirements and school procedures.

Parents are responsible for ensuring that their child's contact and other important information held by the school remains accurate and up to date.

Section 23 | School Calendar

The school calendar provides important information about the academic year, including term dates, holidays, assessment periods, school events, and other key activities.

Parents are encouraged to review the [School calendar](#) regularly and plan family commitments around the published school schedule to support students' regular attendance and participation in school life.

Academic Calendar Information

The official school calendar is published before the beginning of each academic year and includes important dates such as:

- Start and end of each term.
- Orientation days.
- Assessment and examination periods.
- Parent-Teacher Conferences.
- School events and celebrations.

Any updates or changes to the calendar will be communicated through the school's official communication channels.

Public Holidays

The school observes official public holidays as announced by the relevant Egyptian authorities.

Should any changes to public holiday dates be announced during the academic year, the school will communicate the updated schedule to parents as soon as possible.

Key School Events

Throughout the academic year, MILS organizes a variety of educational, cultural, sporting, leadership, and community events that enrich students' learning experiences.

Parents are encouraged to support their children's participation in these activities and regularly follow school communications for event announcements, registration details, and important updates.

The most up to date [Academic Calendar](#) is available through the school's official communication channels and website. Parents are encouraged to refer to the latest published version throughout the academic year.

Section 24 | Contact Information

Madinaty Integrated Language Schools (MILS) is committed to maintaining open, timely, and effective communication with parents and the wider school community. We encourage parents to contact the appropriate school department whenever they require information, assistance, or support.

School Contact Details

For general enquiries, parents may contact the school during official working hours through the school's approved communication channels.

Address:

Wadi Road, Behind South Park Opposite to B6, Madinaty City, Cairo, Egypt

Admissions Office

The Admissions Office is available to assist prospective and current families with enquiries related to:

- Student admissions.
 - Registration procedures.
 - Required documentation.
 - School tours and admissions information.
-

Admissions Contact:

Phone: +01028050327

Email: registrar@mils-egypt.com

Student Affairs:

Phone: +01028050286



Parent Relations

The Parent Relations Team supports effective communication between families and the school and is available to assist with general enquiries, guidance, and school-related matters.

Parent Relations Contact:

Phone: 01028050305(6)

Email: frontoffice_mil@gemsedu.com

Website and Social Media

Parents are encouraged to visit the school's official digital platforms for the latest news, announcements, policies, events, and important updates.

Official communication channels include:

- School Website
- Official Facebook & Instagram Page
- Official Communication Platform “Phoenix Classroom”
- Official Parent Communication System

Only information published through the school's official communication channels should be considered authoritative.

Section 25 | Parent and Student Acknowledgement

Parent and Student Acknowledgement

Parents and students are encouraged to read this handbook carefully and become familiar with its contents. By working together and adhering to the school's values and expectations, we strengthen our partnership in supporting every student's academic achievement, wellbeing, and personal development.

Parents and students are expected to comply with the policies and procedures outlined in this handbook and with any related school policies published throughout the academic year.

The latest versions of all school policies, procedures, and downloadable forms are available through the active links in this Handbook.



Parent Consent

I confirm that I have received and read the **Madinaty Integrated Language Schools (MILS) Parents & Students Handbook for the Academic Year 2026–2027**.

I understand that the Handbook provides an overview of the school's expectations, policies, and procedures, and I agree to support my son/daughter in complying with these expectations throughout the academic year.

Parent/Guardian Name: _____

Signature: _____

Date: _____

Image and Name Usage Consent

MILS may photograph or record students during school activities and events.

With parental/guardian consent, images, videos, and names may be used for:

- School publications, website, and official social media.
- Educational activities and school events.
- Media coverage of school events.
- Internal monitoring, documentation, and progress assessment.

MILS will use student images respectfully and appropriately.

Please tick **one** option:

☐ **I AGREE** to the use of my child's image, video recordings, and name for the purposes outlined in this policy.

☐ **I DO NOT AGREE** to the use of my child's image, video recordings, and name for the purposes outlined in this policy.

Student's Name: _____

Grade/Class: _____

Parent Name: _____

Parent Signature: _____

Date: _____