



Client Charter

To our students, we promise a safe and nurturing environment conducive to learning and personal growth, along with quality education that fosters intellectual curiosity. Your well-being and happiness are our top priorities. We encourage open communication, valuing your feedback through bi-annual surveys. These tools are designed to continuously improve our services, ensuring that changes and improvements are implemented within one academic term after receiving feedback.

To the academic, administrative, and support staff, we provide opportunities for professional development and uphold the highest ethical standards. Your contributions are valued, and we foster a supportive environment encouraging collaboration and innovation. We commit to annual reviews for professional development opportunities and ongoing training to maintain our high standards. Transparency and inclusivity are integral to our work culture, with bi-annual meetings to discuss progress and actions based on reviews in the Teacher Self-Evaluation Process. We value your feedback, actively seeking suggestions for improvement through our termly survey, ensuring that actions are taken on the most pressing issues before the start of the next academic year.

To Parents/Guardians, we promise transparent and timely communication, prioritizing the safety, well-being, and education quality of your child. Your involvement is encouraged through regular meetings and events, with parent-teacher meetings and parents' forums scheduled at least once each term, and the academic assessment plan communicated with at least one month's notice. We value your feedback, actively seeking suggestions for improvement through our termly survey, ensuring that actions are taken on the most pressing issues before the start of the next academic year.

To the Ministry of Education, Malaysia, we commit to adhering to regulations and guidelines and providing quality education aligned with national and international standards. We maintain open communication and cooperation to ensure compliance and contribute positively to the community while supporting national educational initiatives.

At Tenby Schools Setia Eco Park, we commit to annual improvement targets for Learning, Community, Experiences, and Futures, shared with all stakeholders, which are reviewed every six months with the aim of fulfillment in 12 months. We are dedicated to fulfilling these commitments to our students, staff, parents/guardians, and the Ministry of Education, Malaysia, ensuring a positive and enriching educational experience for all. Our adherence to these timelines demonstrates our commitment to continuous improvement and excellence in education.