



## **ELAND OAK JUNIOR SCHOOL COMPLAINTS HANDLING PROCEDURE**

Eland Oak Junior School wishes to advise members of the public of the complaints handling procedure whose major purpose is to provide an avenue for members of the public to raise their concerns with the School where our services fall short of reasonable expectations. The School appreciates that there are occasions when our clients and stakeholders feel that the level of service they have received does not meet expectations. We promise to provide quick, fair and well considered resolutions to complaints lodged.

Please call us on ( +263 ) 788886303 or  
Send an e-mail to [admin@elandoak.co.zw](mailto:admin@elandoak.co.zw)

We value your complaints and promise to respond timeously,  
responsively, transparently and with confidentiality.