

## THE PHOENIX PRIVATE SCHOOL COMMUNICATION POLICY 2023-2024

Dear parents,

At PPS we believe in clear communication, and addressing questions, concerns or providing information in a timely manner. Therefore, it is useful for your communication to be addressed to the appropriate person in the first instance.

Please note that:

- You will receive a reply to your query within 3 working days, unless it is urgent.
- Emails sent after school hours will be viewed the following day.

Subject	Notes	Contact person	Examples	
<b>Class-related concerns</b>	<b>Hierarchy in filing a concern:</b>			
	1. First line of contact is the teacher via email or MS Teams.	<b>Class teacher</b> * via MS Teams * to get specific email addresses for teachers, please request from <a href="mailto:reception@pps.sch.qa">reception@pps.sch.qa</a>		
	2. Concern may be escalated to the Key Stage Leader (KSL) if it has not been resolved by the teacher.	<b>Key Stage Leaders:</b>		
		EYFS:	<a href="mailto:neha.khalid@pps.sch.qa">neha.khalid@pps.sch.qa</a>	Books
		KS1:	<a href="mailto:asmaa.elnaggar@pps.sch.qa">asmaa.elnaggar@pps.sch.qa</a>	Homework
		KS2:	<a href="mailto:benjamin.adye@pps.sch.qa">benjamin.adye@pps.sch.qa</a>	Tasks
		KS3:	<a href="mailto:francis.daniel@pps.sch.qa">francis.daniel@pps.sch.qa</a>	Marking
		Head of Arabic & Islamic:	<a href="mailto:hanaa.ewis@pps.sch.qa">hanaa.ewis@pps.sch.qa</a>	Support
		3. If you wish to escalate your concern after the Head of Key Stage or Department, you may send an email to the Assistant Principal or to the Principal	<b>Assistant Principal</b> Ms. Mona is female and Arabic and English speaking  <a href="mailto:mona.aboushousha@pps.sch.qa">mona.aboushousha@pps.sch.qa</a>	
	<b>Principal</b> Mr. Greg is male and speaks English  <a href="mailto:principal@pps.sch.qa">principal@pps.sch.qa</a>			
	<a href="mailto:pastoral@pps.sch.qa">pastoral@pps.sch.qa</a>			
<b>General questions regarding:</b> Rewards Policy Sanctions Detentions Safeguarding concerns		<a href="mailto:pastoral@pps.sch.qa">pastoral@pps.sch.qa</a>		

<p><b>General Enquiries</b></p> <p><b>General Information</b></p> <p><b>Emergency Contact</b></p>	<p>All <b>non-class related</b> complaints. The emails will then be forwarded to the responsible staff member.  * If you wish for your email to be forwarded to a specific member of staff, please in the email.</p>	<p><a href="mailto:reception@pps.sch.qa">reception@pps.sch.qa</a></p> <p>Contact Numbers:  6632 8091  4442 0844</p>	<p>School systems</p>
<p><b>Attendance, term reports and medical certificates</b></p>	<p>All <b>non-class related</b> queries. The emails will then be forwarded to the responsible staff member.</p>	<p><a href="mailto:admin@pps.sch.qa">admin@pps.sch.qa</a></p>	<p>Term Reports  Student Attendance Calendar</p>
<p><b>Transfers and admissions</b></p>	<p>All requests for student enrollment, updating of student information, attendance certificates, and transfer certificates (when leaving school).</p>	<p><a href="mailto:admissions@pps.sch.qa">admissions@pps.sch.qa</a></p> <p>Contact Number:  5040 8887</p>	<p>All transfer documents  Attendance certificates  Update on student data</p>
<p><b>Health and Medical-related concerns</b></p>	<p>All concerns about the health of a student.</p>	<p><a href="mailto:nurse@pps.sch.qa">nurse@pps.sch.qa</a></p> <p>Contact Number:  6646 9392</p>	<p>Medicine Administration  Allergy/ Medical condition</p>
<p><b>IT-related concerns</b></p>	<p>Any concerns regarding online classes, passwords or technology malfunction</p>	<p><a href="mailto:help@pps.sch.qa">help@pps.sch.qa</a></p>	<p>Password reset:  MS Teams  MS Teams concerns</p>
<p><b>Fees, receipts &amp; payments</b></p>		<p><a href="mailto:accounts@pps.sch.qa">accounts@pps.sch.qa</a>  <a href="mailto:accounts1@pps.sch.qa">accounts1@pps.sch.qa</a></p>	<p>Invoices  Confirmation of payment</p>
<p><b>Staff Hiring</b></p>	<p>For interest in joining our team as a member of staff</p>	<p><a href="mailto:hresources@pps.sch.qa">hresources@pps.sch.qa</a></p>	