



## PPS Parent Communication Tree

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 working day.

Subject	Notes	Contact Person	Examples
Class-related concerns	<b>Hierarchy in filing a concern:</b>		
	1. First line of contact is the teacher via email or MS Teams (or Classter)	<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> Foundation: <a href="mailto:Neha.khalid@pps.sch.qa">Neha.khalid@pps.sch.qa</a> KS1 & 2 (Year 1 - 6): <a href="mailto:Asmaa.elnaggar@pps.sch.qa">Asmaa.elnaggar@pps.sch.qa</a> KS3 (Year 7 – 9): <a href="mailto:Francis.daniel@pps.sch.qa">Francis.daniel@pps.sch.qa</a> Head of Arabic & Islamic: <a href="mailto:mohammed.abognima@pps.sch.qa">mohammed.abognima@pps.sch.qa</a>	Books Homework Tasks Marking Support
	3. If you wish to escalate your concern after the Head of Key Stage or Department, you may send an email to the Complaints Committee or to the Deputy Principal or to the Principal	<b>Complaints Committee</b> <a href="mailto:complaints@pps.sch.qa">complaints@pps.sch.qa</a>  <b>Principal</b> <a href="mailto:principal@pps.sch.qa">principal@pps.sch.qa</a>	
Support Programme	SPL 1 & 2  SPL3	<a href="mailto:patrick.mahinay@pps.sch.qa">patrick.mahinay@pps.sch.qa</a>  <a href="mailto:karla.alkhoury@pps.sch.qa">karla.alkhoury@pps.sch.qa</a>	
General questions regarding:  Rewards Policy Sanctions Detentions Safeguarding concerns		<a href="mailto:pastoral@pps.sch.qa">pastoral@pps.sch.qa</a>	

<b>General Enquiries</b>	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 send an email to the receptionist.	<a href="mailto:reception@pps.sch.qa">reception@pps.sch.qa</a>  Contact Numbers: 6632 8091 4442 0844	School Systems
<b>Attendance, term reports and medical certificates</b>	All <b>non-class related</b> Queries. The emails will then be forwarded to the responsible staff member.	<a href="mailto:admin2@pps.sch.qa">admin2@pps.sch.qa</a>	Term Reports Student Attendance Calendar
<b>Transfers and Admissions</b>	All requests for student enrollment, updating of student information, attendance certificates, and transfer certificates (when leaving school).	<a href="mailto:admissions@pps.sch.qa">admissions@pps.sch.qa</a>  Contact Number: 5040 8887	All transfer documents Attendance certificates Update on student data
<b>Health and Medical-related concerns</b>	All concerns about the health of a student.	<a href="mailto:nurse@pps.sch.qa">nurse@pps.sch.qa</a>  Contact Number: 6646 9392	Medicine Administration  Allergy/ Medical condition
<b>IT-related concerns</b>	Any concerns regarding online classes, passwords or technology malfunction	<a href="mailto:help@pps.sch.qa">help@pps.sch.qa</a>	Password reset: MS Teams  MS Teams concerns
<b>Fees, receipts &amp; payments</b>		<a href="mailto:accounts@pps.sch.qa">accounts@pps.sch.qa</a> <a href="mailto:accounts1@pps.sch.qa">accounts1@pps.sch.qa</a>	Invoices Confirmation of payment
<b>Staff Hiring</b>	For interest in joining our team as a member of staff	<a href="mailto:hr@pps.sch.qa">hr@pps.sch.qa</a>	
<b>MOE Parents' Portal</b>		<a href="https://privateschools.edu.qa/Page/home.aspx">https://privateschools.edu.qa/Page/home.aspx</a>	

**\*If your communication is better suited with another team member, please do not be offended if we pass your communication to the more relevant member of staff. This will be done to better serve you.**