PPS Parent Communication Tree 2026-2027

Phoenix Private School, Doha – **For Students and Staff**

Effective Date: August 2026

Approved By: Principal & Governing Body

Next Review Date: August 2027

1. **Mission, Vision, and Values**

Mission:
To develop future leaders who are able to make positive changes throughout the world. We challenge today to create a better tomorrow.
Vision:
To prepare a generation of Successful Learners, Confident Individuals, Responsible Citizens and Effective Contributors.
Values:

- Perseverance
- Honesty
- Originality
- Enrichment
- Nurturing
- Inspiration
- eXcited to learn

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.

<table>
<tr><th>Subject</th><th>Notes</th><th>Contact Person</th><th>Examples</th></tr>
<tr><td rowspan="5">Class-related concerns</td><td>Hierarchy in filing a concern:</td><td></td><td rowspan="5">Books

Homework

Tasks

Marking

Support</td></tr>
<tr><td>1. First line of contact is the teacher via email or MS Teams (or Classter)</td><td>Class teacher
* via MS Teams
* to get specific email addresses for teachers, please request from reception@pps.sch.qa</td></tr>
<tr><td rowspan="2">2. Concern may be escalated to the Key Stage Leader (KSL) if it has not been resolved by the teacher.</td><td>Key Stage Leaders:
Foundation:
Neha.khalid@pps.sch.qa
KS1 & 2 (Year 1 - 6):
Asmaa.elnaggar@pps.sch.qa
KS3 (Year 7 – 9):
hamza.shahid@pps.sch.qa
Head of Arabic & Islamic:
mohammed.aboghnima@pps.sch.qa</td></tr>
<tr><td>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 to the Principal</td><td>Complaints Committee
complaints@pps.sch.qa

Principal
principal@pps.sch.qa</td></tr>
<tr><td>Support Programme</td><td>SPL 1 & 2

SPL3</td><td>Asmaa.elnaggar@pps.sch.qa

karla.alkhoury@pps.sch.qa</td><td></td></tr>
<tr><td>General questions regarding:

Rewards
Policy
Sanctions
Detentions
Safeguarding concerns</td><td></td><td>pastoral@pps.sch.qa</td><td></td></tr>
</table>

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

***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.**

The Phoenix
PRIVATE SCHOOL