

ACHIEVING TOGETHER

PPS COMMUNICATION POLICY

In order to improve the efficiency of our mailing system and be able to respond to your request and queries in good time, may we kindly request that you use the following guide.

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
Class related issues and complaints	<p>-First line of contact is the teacher via email, Edmodo or Teams.</p> <p>-Second line of contact is the Key Stage Leader (KSL) via email:</p> <p>Please make sure the messages/emails sent to the teacher are attached.</p> <p>The KSL leader will discuss the issues further with the Senior Leadership Team.</p>	<p>Class teacher</p> <p>PPS KSL</p> <p>EYFS: Neha.khalid@pps.sch.qa</p> <p>KS1: Asma.elnaggar@pps.sch.qa</p> <p>KS2: benjamin.adye@pps.sch.qa</p> <p>KS3: Francis.daniel@pps.sch.qa</p>	<p>Books</p> <p>Homework</p> <p>Tasks</p> <p>Marking</p> <p>Support suggestions</p>
General Complaints	<p>-All non-class related complaints. The emails will then be forwarded to the responsible staff member.</p> <p><i>If you wish for your email to be forwarded to a specific member of staff, please indicate so in the email.</i></p>	reception@pps.sch.qa	School systems
Queries, reports and medical certificates	-All non-class related queries. The emails will then be forwarded to the responsible staff member.	admin@pps.sch.qa	Timetables Reports Attendance Calendar Medical issues
Transfers and admissions	All requests for student enrollment, attendance certificates, and transfer certificates (when leaving school).	admissions@pps.sch.qa	All transfer documents and certificates
IT related issues	-Any issues regarding online classes, passwords or technology malfunction	Help@pps.sch.qa	
Fees, receipts and payments		Accounts@pps.sch.qa Accounts1@pps.sch.qa	