



Vision

To create an outstanding British international school which empowers all students to embrace learning, achieve their best and promote their intellectual, emotional, social and physical well-being.

RE: Line of Communication

Dear Parents/Guardians

At our school, we value the importance of maintaining strong links between the school and home at all times. Following recent feedback from parents regarding communication between school and parents, we wanted to re-direct you to the correct channels of communication in an effort to improve school life.

If you would like a discussion with your child's class teacher or anyone else in school, please can you contact the school reception. A message will be passed to them requesting a telephone call back or a face-to-face meeting. Please bear in mind that teachers are class-based and often have meetings or extra-curricular activities during lunchtime and after school, therefore they will endeavour to return your call within a maximum of two school-working days.

Parent Suggestion Box (in School Reception) – tell us if you like something, but please do tell us if you think there is an area of school which you would like to see improved. We would appreciate your constructive feedback about aspects of the school that we can work on together.

If there is something in particular that you wish to communicate, then please feel free to also refer to the Parent / Teacher Communication Policy on our website.

Please review the following if there are any complaints that you may wish to bring to light:

1. Pastoral concerns/complaints

If your complaint is referring to the welfare of your child at school, then please contact the **Pastoral and Safeguarding Coordinator**, Mrs. Rebecca Cruickshank, on rebecca.cruickshank@psisd.sch.qa

2. Academic concerns/complaints

If your child is in Reception to year 6, and you have a complaint that is relating to academics, please contact the **Primary Head of School**, Mrs. Chameli Ahmed, on chameli.ahmed@psisd.sch.qa

If your child is in year 7 to year 12, and you have a complaint that is relating to academics, please contact the **Secondary Head of School**, Mrs. Janet Akar, on janet.akar@psisd.sch.qa

Address: 46, Al Khudari Street (810), Bin Dirham (25), Al Mansoura Area, P.O Box 47021 | Doha | Qatar

Contact: 974-4032 2422, 974-7707 8282 **Website:** www.psisd.sch.qa **Email:** info@psisd.sch.qa



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3. All other concerns/complaints

If you have any other complaints please contact us on info@psisd.sch.qa who will forward your complaint to the appropriate person/s.

We have also this year launched our new and improved school website. The web address is www.psisd.sch.qa we have worked hard to improve the content and there are many additional features which we are very excited about using, which include:

- **'Mobile-friendly'** so accessible via your smart mobile phone.
- **Calendar** - <https://psisd.sch.qa/index.php/curriculum/academic-calendar/>
- **Newsletter** – <https://psisd.sch.qa/index.php/remote-learning/> - The weekly newsletter is uploaded to this page.
- **Social media feed** @psisqatar
- **Contact us page** – <https://psisd.sch.qa/index.php/contactus/> This page has school numbers and email addresses to communicate with us.

In addition to these improvements, parents still have the school reception that can be visited or telephoned at 4032 2408 / 4032 2407 for any concerns. Please also email us on info@psisd.sch.qa which is checked on a daily basis.

We understand that this is a lot of information in one go, so we have created a table (see overleaf) with the various means of communication and the ways we envisage that they should be used. We hope that helps!

For ease of reference, a copy of this letter will be saved in the 'Newsletter' page of the website.

Yours sincerely,

PSISD School Management

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Communication Table

Means of Communication	When	Response Time	Reason
School Reception (Tel: 40322408)	Sun to Thurs: 6:30 – 2:30	Same day	Examples: <ul style="list-style-type: none"> Urgent request for a meeting or telephone conversation with a member of staff (e.g.: you are concerned about an incident at school). You need to let us know about some news that your child has been given that may affect them in school. Deliver a forgotten PE kit.
Attendance Officer	Sun to Thurs: 6:30 – 2:30	Same day	Examples: <ul style="list-style-type: none"> Child is absent Child is late Your child has hurt themselves at the weekend.
Admissions	Sun to Thurs: 6:30 – 2:30	Same day	Examples: <ul style="list-style-type: none"> Completion of child documents Transfer letter, leaving certificate You want to change the contact details we hold for you. Evidence for child enrolment Re-enrolment or new enrolment Report card Attestation
Accounts	Sun to Thurs: 6:30 – 2:30	Same day	Examples: <ul style="list-style-type: none"> To make tuition payments/instalments
Parent Suggestion Box – Main Office	Anytime	Checked weekly.	Examples: <ul style="list-style-type: none"> Any constructive suggestions that you may have to improve certain aspects of the school
info@psisd.sch.qa	Anytime	Checked daily.	Examples: <ul style="list-style-type: none"> Child concern Meeting request
IT Support WhatsApp (only) +97466098796	Sun to Thurs: 7:30 – 2:30	Checked daily.	Example: <ul style="list-style-type: none"> Trouble login into MS Teams Parents' evening bookings
Website: www.psisd.sch.qa	Anytime	N/A	
Twitter, Facebook, Instagram @psisqatar	Anytime	N/A	