

Al Ittihad Private School Jumeirah



Communication Policy

AY 2025-2026

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Vision Statement

“A generation of heritage guardians and global thinkers”

Mission Statement

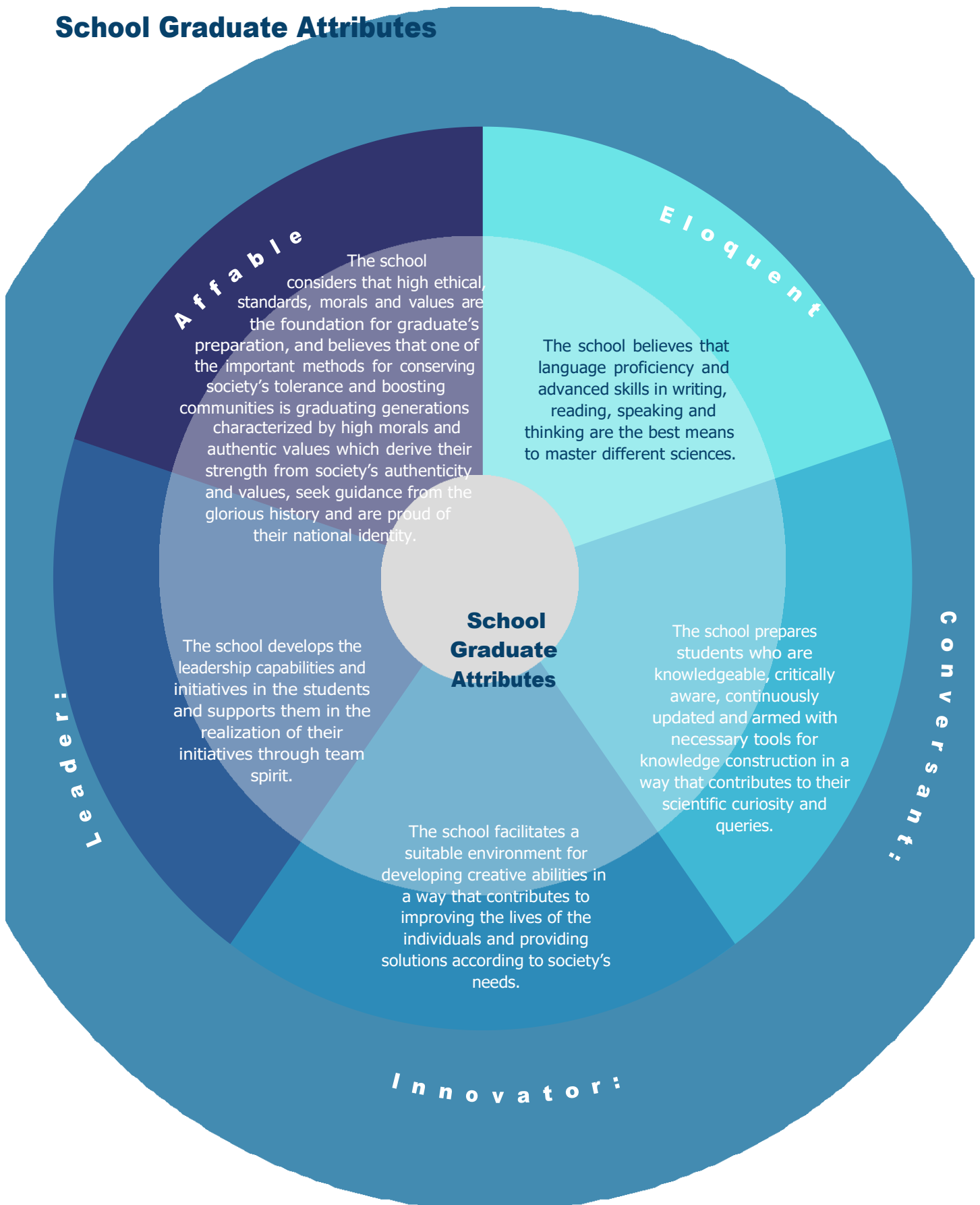
IPS-Jumeirah provides a nurturing learning environment which motivates students to develop and exercise essential leadership skills for the 21 century. Our programs promote lifelong learners who display self-discipline, the ability to work effectively and respectfully with diverse teams, display tolerance and acceptance of others, while encouraging them to become global citizens who stay true to their heritage.

Core values

- Tolerance
- Compassion
- Resilience
- Innovation
- Honesty
- Respect
- Collaboration

Al Ittihad Private School–Jumeirah is one of the five Al Ittihad Private School branches and opened its doors in 1998. IPS-J is serving a community of over 2,500 students and has become one of the premier schools in Dubai offering an American Curriculum. The school follows a standards-based US curricular program (California and MOE standards) from Pre-K to Grade 12 designed to prepare students for post-secondary education. IPS-J is an inclusive school offering a learning support program, which enables the admissions of a managed number of students requiring learning support at each grade level.

School Graduate Attributes



Policy Purpose

At IPS-J, we wish to promote positive and constructive communication channels with parents to ensure they are aware and engaged in the academic and social progress and growth of their child / children. Therefore, constructive, transparent, productive, and positive feedback will benefit every member of the school community.

Communication processes build bridges. Whether these are achieved through emails, phone calls, or face-to-face meetings, the feedback shared creates a very important platform and builds rapport between teachers, parents, and the students.

Though we aim to work in a fair and transparent manner at Al Ittihad Private School-Jumeirah, we accept that from time to time, concerns and complaints may arise. The IPS-J management and Staff believe that the concerns of parents should be addressed in a professional and timely manner. As per our open door policy parents are welcome to reach us at any time during school hours.

Embedding a positive communication approach whenever we can, wherever is possible will positively impact teaching and learning. The beneficiaries of such an outlook and process would be the entire school community!



Teacher - Parent Communication

Parent benefits

Positive parent-school communications benefit parents. The way schools communicate and interact with parents affects the extent and quality of parents' home involvement with their children's learning. Research indicates that schools that communicate bad news about student performance more often than recognizing students' excellence will discourage parent involvement by making parents feel they cannot effectively help their children.

When communicating with parents, we must therefore consider our remarks influence how parents participate. For example, are we communicating about:

- Classroom learning activities
- The child's accomplishments
- The help parents can extend at home to improve their child's learning

Communication must be in simple terms, with proposed solutions. The tone set should be: professional, positive and transparent.

Student benefits

Substantial evidence exists showing that parent involvement benefits students, including raising their academic achievement. There are other advantages for children when parents become involved — namely, increased motivation for learning, improved behavior, more regular attendance, and a more positive attitude about homework and school in general.

Teacher benefits

Research shows that parental involvement can free teachers to focus more on the task of teaching children. Also, by having more contact with parents, teachers learn more about students' needs and home environment, which is information they can apply toward better meeting those needs. Parents who are involved tend to have a more positive view of teachers, which results in improved teacher morale.

Parent - School Communication

Below are the stages parents/guardians should take in case they have a concern or complaint to be addressed.



1. Stage One: Contact the Teacher

- 1.1 Parents can directly communicate with the teacher via Schoology messages and /or via email.
- 1.2 The teacher shall reply to the parents within 24 hours during school days, and when possible, during holidays.
- 1.3 In many cases, the matter will be resolved promptly by these means to the parents' satisfaction.
- 1.4 The teacher who dealt with the complaint will make a written record of the concern and will share it with his/her line manager if needed.

2. Stage Two: Contact the Supervisor

- 2.1 If the matter is not resolved within a reasonable time period, parents should promptly put their complaint to the Supervisor.
- 2.2 Parents shall communicate any concern, matter or request with the Supervisor via phone or email.
- 2.3 Supervisors will raise the complaint to the Section Principal or Lead Teacher.

3. Stage Three: Contact the Section Principal

- 3.1 If the matter is not resolved within a reasonable time period, parents should complain to the Section Principal.
- 3.2 The Section Principal will act based on the facts presented by the parent, the Supervisors' report, the teachers' report and a full investigation will be carried out.
- 3.3 A face-to-Face meeting will be scheduled by the Section Principal when needed to address the matter in details and to reach an agreement between the parents and the school.
- 3.4 The Section Principal will keep written records of all meetings and communications.
- 3.5 The Section Principal will communicate the outcome to the parent/guardian.

4. Stage Four: Contact the School Principal

- 4.1 Should the matter not be resolved by the Section Principal, parents should contact the School Principal.
- 4.2 The School Principal will decide after considering all the evidence presented by the Section Principal the appropriate course of action to take.
- 4.3 A final meeting will be scheduled with the parent/guardian to communicate the outcome.

If the parent is still not satisfied with the decision, then the parent/guardian has the right thereafter to refer the matter to KHDA by contacting the Compliance and Resolution Commission on CRC@KHDA.gov.ae

Further concerns or complaints of:

Executive Team or Section Principals

1. If a complaint is against the action of a member of the Executive Team or a Section Principal, parent/guardian should contact the School Principal.
2. The School Principal will designate another member to the Executive Team to carry on the investigation.
3. The School Principal will decide after considering all the evidence presented by the Executive Team member who was assigned to conduct the investigation, the appropriate course of action to take.
4. A final meeting will be scheduled with the parent/guardian to communicate the outcome.

School Principal

1. If a complaint is against the action of the School Principal, parent/guardian should contact the CEO.
2. The CEO will decide after conducting an investigation and considering all the evidence presented the appropriate course of action to take.
3. A final meeting will be scheduled with the parent/guardian to communicate the outcome.

Four Stages Parent - School Communication



Informal Complaint

Stage 1: Contact the Teacher

Parents can directly communicate with the Teacher

If the parents are unsatisfied with the actions taken, they should follow the school's formal complaints process.



Formal Complaint

Stage 2: Contact the Supervisor

Parents can directly communicate with the Supervisor.

The supervisor will raise the complaint with the section principal.



If the parents are not satisfied with the actions taken, they should follow the school's formal complaints process.

Stage 3: Contact the Section Principal

The Section Principal will schedule a face-to-face meeting when needed to address the matter.

If the parents are not satisfied with the actions taken, they should follow the school's formal complaints process.



Stage 4: Contact the School Principal

The School Principal will decide after considering all the evidence presented by the Section Principal the

Appropriate course of action to take.



If the parent is still not satisfied with the decision, then the parent/guardian has the right thereafter to refer the matter to KHDA by contacting the Compliance and Resolution Commission on CRC@khda.gov.ae

Who to contact at IPSJ



Main Administration

Dr. Michael Boots	Principal@ipsjumeira.com / 04-4074601
Ms. Juliana, Vice Principal	Juliana@ipsjumeira.com / 04-4074604
Ms. Jihan Malkhoun, Executive Assistant to the Principal	alittihad98@ipsjumeira.com / 04-4074602

Section Principals

Ms. Rola Zein, Principal, KG Section	rola@ipsjumeira.com / 04-4074607
Mrs. Rima Abu Rashed, Principal Elementary Section	rima@ipsjumeira.com / 04-4074635
Mrs. Monay A Hafi, Principal Girls Section	Monay.alhafi@ipsjumeira.com / 04-4074644
Mr. Khalil Abu Dhaher, Principal Boys Section	khalil@ipsjumeira.com / 04-4074605

Clinics

The students' health and safety are the school's top priority. Four clinics, with a full-time doctor, a health and safety officer, and five nurses, meet the required standards of the Dubai Health Authority. Please email or call the relevant responsible person:

Dr. Mazar, School Doctor	mazar@ipsjumeira.com
Ms. Jessalen, Nurse, KG Clinic	kgclinic@ipsjumeira.com / 04-4074699
Ms. Kristerlyn, Nurse, Elementary Clinic.	primaryclinic@ipsjumeira.com / 04-4074692
Ms. Jini, Nurse, Elementary Clinic	primaryclinic@ipsjumeira.com / 04-4074695
Ms. Anupama, Nurse, Secondary Girls Clinic	girlsclinic@ipsjumeira.com / 04-4074693
Ms. Sruthi, Nurse, Secondary Boys Clinic	boysclinic@ipsjumeira.com / 04-4074612

Accounts

Mr. Rami Awad, Head of Accounting	rami@ipsjumeira.com / 04-4074647
Mr. Mohamed Shafee, Cashier	Mohamed.shafee@ipsjumeira.com / 04-4074611



Admissions

Please contact our Admissions team for all matters in connection with student admissions.

Ms. Sally Al Doori, Registrar sally@ipsjumeira.com / 04-4074655
Ms. Iman Barakat, Receptionist iman.barakat@ipsjumeira.com / 04-3945111
Ms. Nora Samy, Government Relations Executive nora.samy@ipsjumeira.com / 04-4074651

Administrators

Our Section Administrators and Coordinators will be able to assist you with any queries that you may have relating to students.

Ms. Amal Khbacha, KG Supervisor amal@ipsjumeira.com / 04-4074618
Ms. Hiba Zaghloul, Elementary Supervisor hiba.zaghloul@ipsjumeira.com / 04-4074626
Ms. Hanady Elnahas,
Girls Middle&High School Supervisor hanady@ipsjumeira.com / 04-4074663
Ms. Hazar Nahlous,
Girls Middle & High School Supervisor hazar.n@ipsjumeira.com / 04-4074646
Ms. Sara Wehbi, Girls Section Receptionist sara.wehbi@ipsjumeira.com / 04-4074668
Girls Section Receptionist
Mr. Qusai Azzam, High School Supervisor qusai@ipsjumeira.com / 04-4074257
Mr. Saad Abdel Qader, Admin Assistant saad@ipsjumeira.com / 04-4074625
Boys Middle & High School
Ms. Ruba Sakari, ruba.sakari@ipsjumeira.com / 04-4074625
Boys Admin Assistant

Buses

RTA – Dubai Taxi Corporation will offer bus services for our students.

Ms. Apeksha Lakmali is the Customer Happiness Coordinator for RTA Bus Transportation Department, who will assist with any issues relating to the School bus service:

apeksha.lakmali@dct.gov.ae / +971 52 5456579



E-Learning Programs – SCHOOLOGY / PowerSchool

Mr. Abdelrahman Barakat is the Head of Educational Technology.
Please use this email for any issues: abdelrahman@ipsjumeira.com

Extra-Curricular Activities

Ms. Nour Al Tawalbeh, Activities Coordinator will be able to assist you with any queries that you may have about our after-school programs:
nour.t@ipsjumeira.com

High School Career Counseling

Ms. Masa Dwekat and Ms. Dima Khalaf are our Career Counselors; they are responsible for guiding and assisting students in making academic and career plans:
Masa.Dwekat@ipsjumeira.com & dima@ipsjumeira.com

ZAKS Uniform Supplier

The ZAKS store designated for IPSJ is located at the Oasis Mall, Sheikh Zayed Road- Level 1.
They are open every day from 10:00 a.m. to 10:00 p.m. info@zaksstore.com

IPSJ School Principal

Dr. Michael Boots



Signature:

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