

To: KG to Grade 12
Date: 28 – 04 - 2025
Subject: Escalation Matrix

Dear Parent,

Greetings from City Private School!

To ensure timely and efficient handling of concerns, a structured **Escalation Matrix** is required. This will guide you on whom to approach for different types of issues and the correct order of escalation. You are requested to respect the escalation matrix and contact the concerned staff only.

For Academic Support:

The first point of contact for any matters will be the Class Teacher. If the issue is not resolved, the respective Supervisor may be reached:

Section	Name of Supervisor	Email ID
KG1 & KG2	Ms. Sanober Shafiq	kg.supervisor@cityschool.ae
Primary (Grades 1 to 4)	Ms. Sabeen Nawaz	s.nawaz@cityschool.ae
Grades 5 to 12 (Girls)	Ms. Bakhtawer Bashir	b.bashir@cityschool.ae
Grades 5 to 12 (Boys)	Ms. Prabhakaran Manavalan	p.manavalan@cityschool.ae

NOTE: Parents are allowed to meet the Supervisor only with a prior appointment.

For Administration Support:

Department	Email ID
Admissions & Registrar	admissions@cityschool.ae f.javish@cityschool.ae
Documents (EID, Passport Copies, TC, Etc.)	v.domingo@cityschool.ae
Reception	reception@cityschool.ae
Happiness & Support Desk	support@cityschool.ae
Transport	transport@cityschool.ae
Accounts	pay@cityschool.ae
IT Support	itsupport@cityschool.ae

If queries / issues are not resolved at the Supervisor's or Department's end the SLT may be reached:

Section	Name of Vice Principal	Email ID
KG to Grade 4 (Primary)	Ms. Shermeen Sayed	vp.kg.primary@cityschool.ae
Grades 5 to 12 (Boys & Girls)	Mr. Daniel Alexander Dawes	viceprincipal@cityschool.ae

NOTE: Parents are allowed to meet the Vice Principal only with a prior appointment.

If queries / issues are not resolved by any of the above sections, and are pertaining to the whole school, the **Principal** may be reached at r.monteiro@cityschool.ae. An appointment with the Principal can also be arranged by sending an

email to support@cityschool.ae.

We once again request you to follow the escalation matrix to help us serve you better.

Warm regards,



Richard Monteiro
Principal

