

To: Parents of KG to Grade 12

Date: 15 - 04 - 2026

Subject: Escalation Matrix

Dear Parent,

Greetings from City Private School!

To ensure timely and efficient handling of concerns, a structured **Escalation Matrix** is required. You are requested to respect the escalation matrix and contact the concerned staff only.

For Academic & Student Affairs 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 & 2)	Ms. Adiba Rasheed	a.rasheed@cityschool.ae
Primary (Grades 3 & 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.)	a.ahmed@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)	Dr. Meenaz Salim Shaikh	vp.kg.primary@cityschool.ae
Grades 5 to 12 (Boys & Girls)	Mr. Daniel Alexander Dawes	viceprincipal@cityschool.ae

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.

With best regards,




Richard Monteiro
Principal