



The Parent/School Communication Policy and key contacts - August 2025

At KIES, we aim to provide clear communication pathways, to ensure parents and stakeholders can contact the best and most appropriate person for their needs.

1. For specific subject or academic questions or concerns, we advise contacting the teacher in the first instance, on Hala Campus
2. If this is a wider school issue, or a stakeholder is not satisfied with the outcome of their initial meeting, we encourage parents to contact the relevant leader.
3. For whole school complain, or when a parent is not satisfied with a leadership outcome, parents can contact the Principal with the relevant background information.

Department	Contact Person	Email	Reason
Class or subject teacher	Class or subject teacher	Hala Campus message or calling reception	Specific question or concern in class or subject
Head of Secondary	Mr. Craig	craig.mellors@kieskuwait.com	Academic and Pastoral reasons in Years 7-12
Head of Primary	Ms. Debra	debra.leandre@kieskuwait.com	Academic and Pastoral reasons in Years 1-6
Head of Early Years	Ms. Maliha	maliha.baig@kieskuwait.com	Academic and Pastoral reasons in Early Years
Principal	Mr. Greg	<i>Via the Principal's Assistant, Ms. Fatma</i> fatma.elmenofi@kieskuwait.com	For complaints regarding Head of Section or whole school
School Counsellor	Ms. Hadeel	hadeel.koteich@kieskuwait.com	For follow-up conversations regarding student sessions
Admissions Office	Ms. Hilda	h.manook@kieskuwait.com	For registration or re-registration



The Parent/School Communication Policy and key contacts - August 2025

Administration office	Ms. Christeen	Christeen.Abdelmaseh@kieskuwait.com	For attendance questions and concerns
Accounts & Fees	Mr. Mohammed Basyouni	accountantkies@alrayanholding.com	For accounts , fee's, buses and uniform
Uniform and books	Mr. Mohamed Nayeem	m.subhani@kieskuwait.com	For uniform and book enquiries

Communication times:

Initial communication with a member of staff will be replied to within **48 working hours**.

Further to this, each communication after the initial reply will be sent within 24 hours.

Please **allow staff enough time to investigate your concern or question**, so they can give you the most accurate information possible.

Staff working hours are 7am-2.15pm

For urgent matters, such as danger to a child, please call reception between 6.30am-2.30pm

Meetings with staff:

It is necessary to give staff time to investigate your concern or question, therefore, **unplanned meetings will not take place**. If there is a danger to a child or other matter considered urgent, the Head of School will be informed by reception and will inform them of an appropriate time that they can meet you. **For all other matters, it is best to communicate via Hala Campus with the member of staff** OR communicate with Reception and request a meeting, where both parties can agree a time to meet.

All meetings will take place in the central meeting room and will be attended by another member of staff to allow mediation or clarification where necessary.

Appropriate communication between stakeholders:

All stakeholders will acknowledge that both parties want the best for all our students. Parents will respect the expertise and skills of the educator, and staff will respect a parent right to protect and want the best for their children. **All parties will discuss topics respectfully, calmly and clearly**. Any deviation from this will result in an end to the meeting, until such time where communication can take place within the boundaries of this policy.



The Parent/School Communication Policy and key contacts - August 2025
