



The Apple International School, Dubai

CIR/ 154 /FS - Year 10

Date – 15th May 2019

Subject - Parent Ticketing System

Dear Parent,

We at **AIS** are committed to offering the best for your child, and by working in partnership we can successfully enrich your child's journey with us.

Effective communication is at the core of our partnership approach. In order to keep parents in the loop with regards to the child's progress, a parent ticketing system has been upgraded with a view to enhance service levels, gauge parent satisfaction and improved facilities whereby the parents will have access to reach the school with ease. You are requested to make use of this parental ticketing system in case you have any grievances/suggestions/word of appreciation etc.

We assure you that your queries will be resolved at the earliest. It would help us to identify and prioritize improvements to enhance the quality in this area. As soon as you send an email, a ticket number will be generated and you will receive an acknowledgement instantly from the system. We will respond to your emails within 48 hours on all working days. Any requests sent on weekends will be duly attended on the following Sunday and the same is applicable for Public Holidays. In case of emergency/urgent issues, please mention it in the subject, and we shall respond on a priority basis.

Kindly find the support email id. connect@apple.sch.ae

For IT related queries, please write to itsupport@apple.sch.ae

Apart from the above, we have also placed a "Suggestion Box for Head Office" at the school Reception with a view to provide further support to our parents. You may drop your suggestions, concerns and queries here and they will be addressed by the Head Office of the school.

We look forward to an effective partnership and wholehearted cooperation in this regard as always.

With every good wish,


Ms. Jaya Menezes
Principal

Acknowledgement Slip

Received the circular dated 15th May 2019

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Student's Name: _____ Year & Section: _____
Parent's Name: _____ Contact No: _____
Email ID: _____