



private schools portal

Complaints and Enquiries system | Parent manual

<https://privateschools.edu.gov.qa>

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Ministry of Education and Higher Education

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Introduction

These Guidelines are used to assist parents in filing a complaint through the Ministry of Education and Higher Education private schools portal and in learning how to deal with the system.

The system allows complaints to be filed for every registered student in a private school

Prerequisites

The application can be accessed from any of the below mentioned browsers

- Google Chrome
- Internet Explorer 9.0 or higher

Registering a complaint

Go to the below URL

<http://www.privateschools.edu.gov.qa>

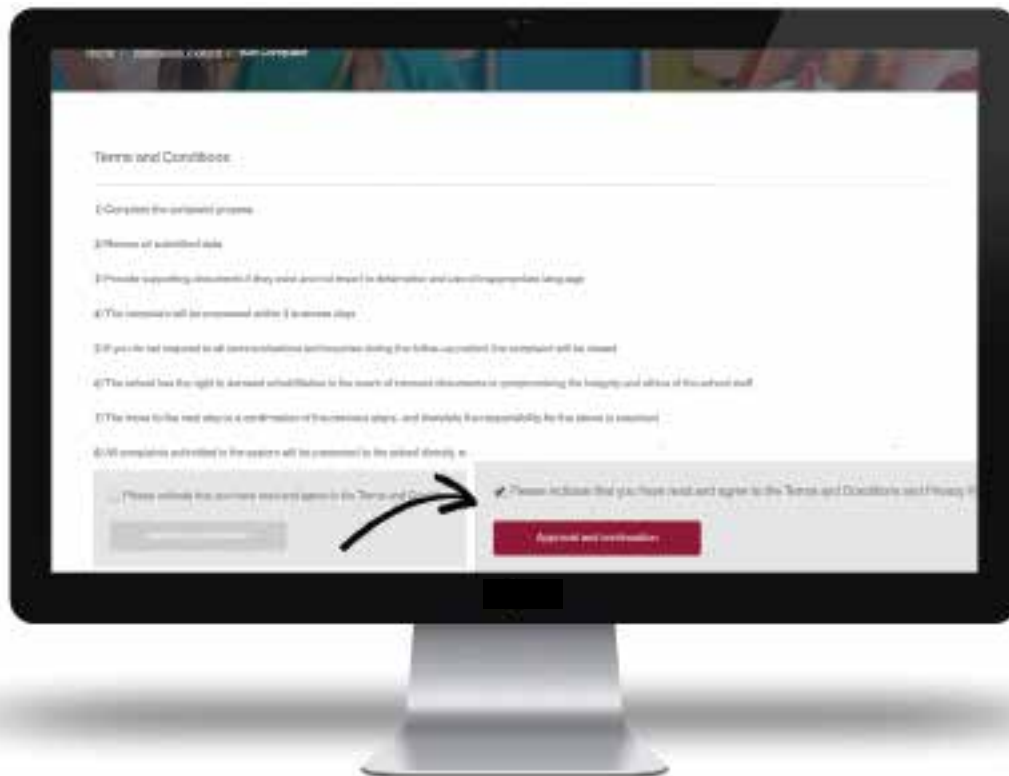
Then choose registering a complaint



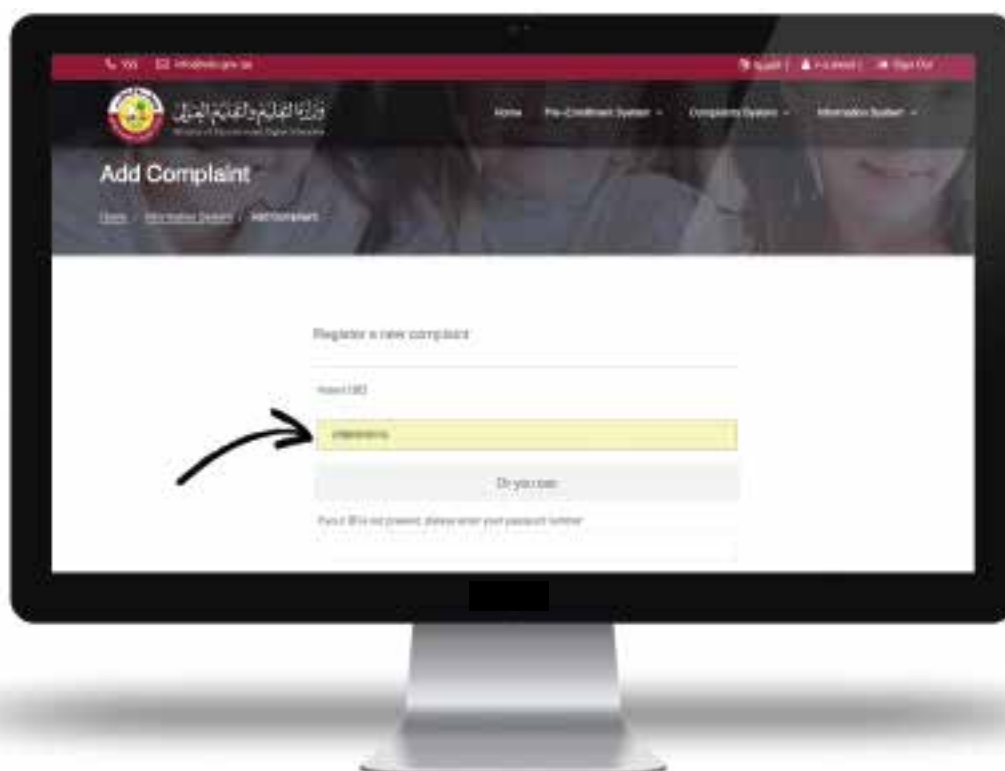
Registering Process

1 Parents with QID

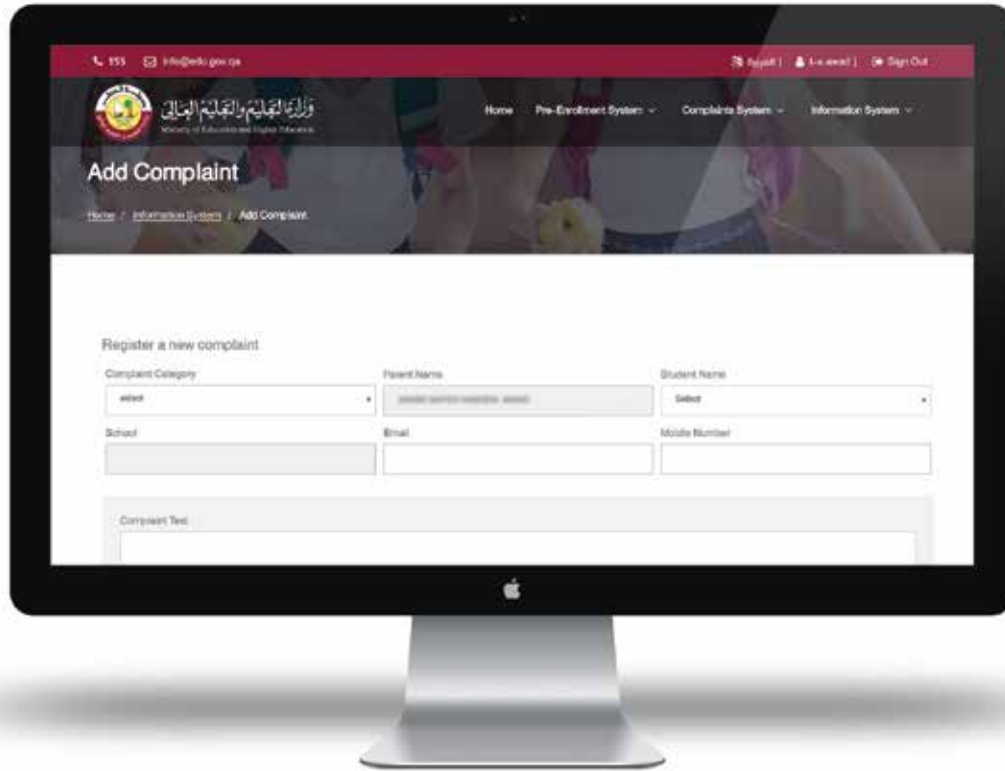
a - Parent must accept the terms and conditions



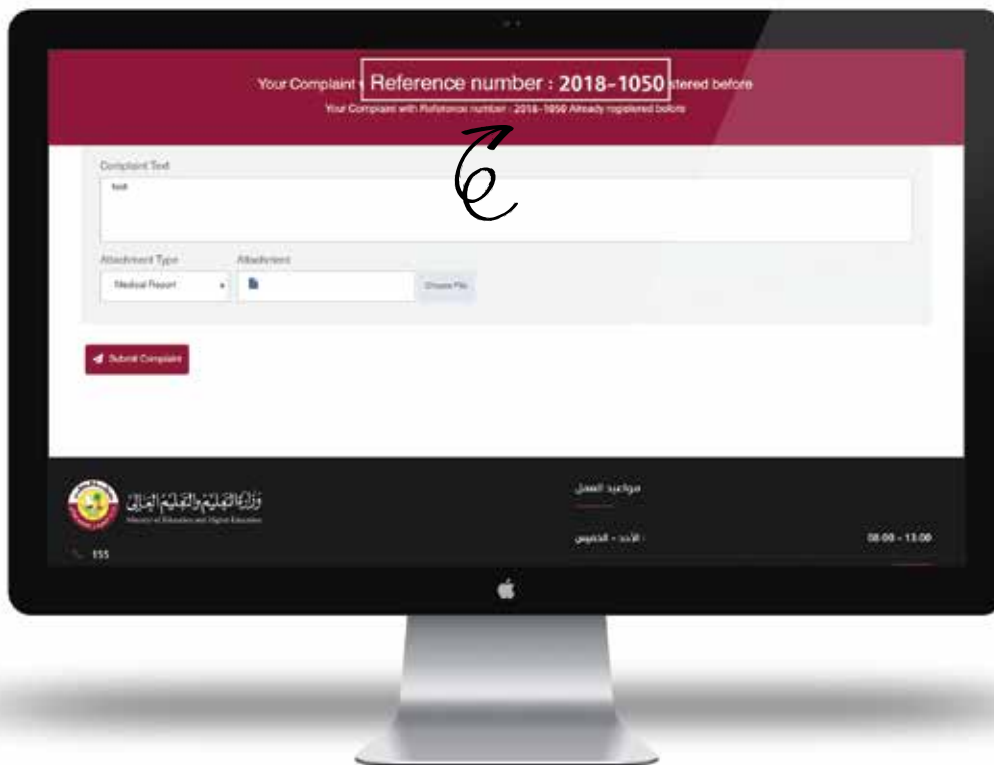
a - Parent must enter their QID which consist of 11 numbers



c- The parent needs to fill in all the required details and add attachments where necessary in order to continue register the complaint parent should choose the complaint category



d- After submitting the complain, an email and an SMS will be sent to the parnet with a reference number

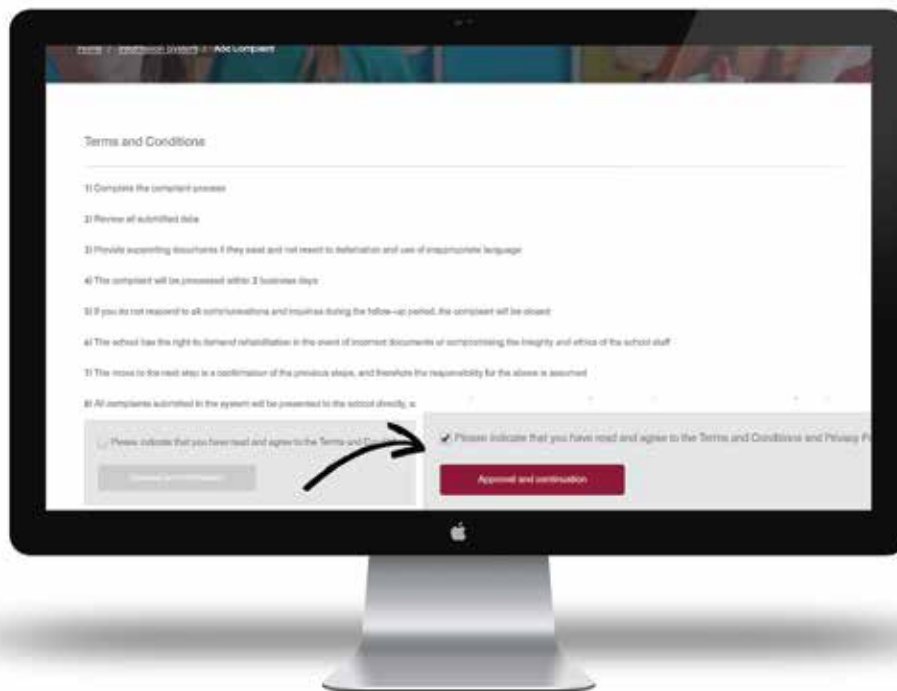


if the parnet doesn't have an enrolled student, he can only com-
plant about pre enrolemnt.

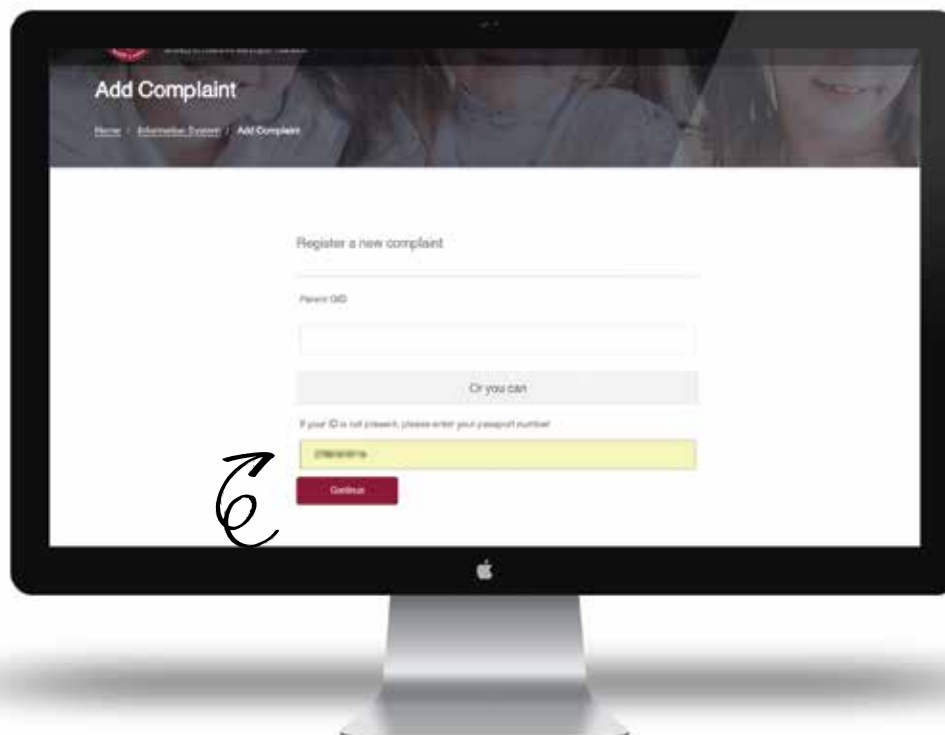
2 Parents without a valid QID

The system allows the parent to use their passport in the following two cases only:
1- Does not have a registered student in the private system and does not have a QID
2- Special exceptional cases

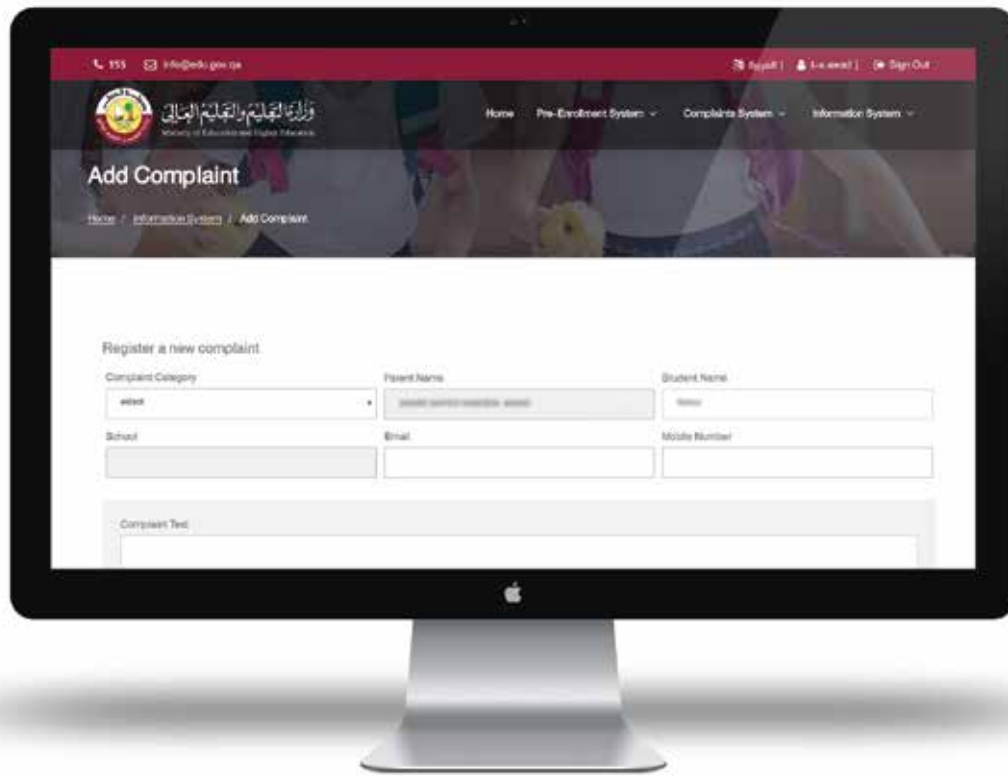
a - Parents must accept the terms and conditions



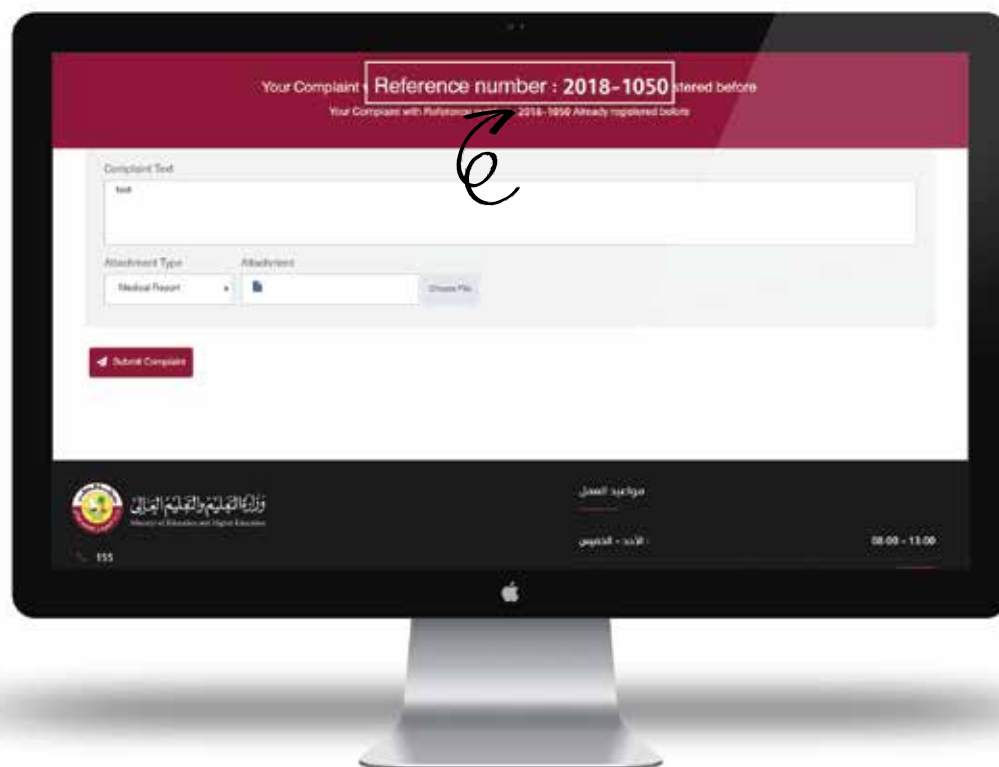
a - Parents must enter their passport number



c- The parent needs to fill in all the required details and add attachments where necessary. To continue register the complaint parent should choose the complaint category.



d- After submitting the complain, an email and an SMS will be sent to the parnet with a reference number





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