



Compliments and Complaints Management at Sandgate State School

Compliments

It's great to know you had a positive experience. If someone deserves a compliment, you can let them know directly or you can pass your compliment on to us in the following ways:

- Emailing the School Principal or Administration on admin@sandgatess.eq.edu.au or phoning 07 38697111
- completing the complaints and compliments form on the Queensland Government's [contact us page](#)
- calling 13QGOV (13 74 68) within Australia
- calling +61 7 3022 6100 (+10 hours UTC) for international callers
- visiting one of the [Queensland Government's counters](#)

Complaints

If something hasn't gone well, we would like to hear about it. You can make a complaint by completing the form on the Queensland Government's [contact us page](#) or through the relevant process outlined below.

Customer complaints

If you're unhappy with the service or action of the department, or its staff, and you are directly affected by what has occurred, you can make a customer complaint.

If you are unhappy about something that occurred at a state school, you should first raise your issue with the school. The [Schools Directory](#) provides contact information. Alternatively, you can make a complaint by contacting Queensland Government on 13 74 68 or via the [contact us page](#).

You can find more information on our [customer complaints page](#) or our [customer complaints management procedure](#).

Privacy complaints

If you believe we have breached your privacy or mismanaged your personal information, you can make a privacy complaint by emailing privacy@qed.qld.gov.au. You can find more information in our [information privacy breach and privacy complaints procedure](#).

Employee grievances

If you are an employee of the department and you believe a department decision or the conduct or behaviour of another employee, agent or contractor is unfair and unreasonable, you can lodge an employee grievance.

You should first raise your grievance at the school or workplace level by completing the [grievances submission form \(DOCX, 88KB\)](#) linked to the individual employee grievances procedure.

You can find more information in the [individual employee grievances procedure](#)

Misconduct, corrupt conduct and public interest disclosures

The following complaints or allegations should be emailed to intake@qed.qld.gov.au:

- misconduct or corrupt conduct involving a departmental employee, including allegations of student harm
- public interest disclosures about alleged wrongdoing or danger to the environment or safety of a person with a disability
- complaints about the Director-General.

You can find more information in the [reporting fraud and corruption procedure](#), [complaints involving the public official \(Director-General\) procedure](#) and [making and managing a public interest disclosure procedure](#).

Complaints by overseas students enrolled in an Education Queensland International (EQI) registered course

If you are a student enrolled in an EQI registered course, you can make a complaint about the service or action of EQI agents or homestay providers by contacting EQInternational@qed.qld.gov.au.

You can find more information in the [complaints and appeals – subclass 500 \(schools\) visa procedure](#).

Complaints about Early Childhood Education and Care (ECEC) services

If you have a complaint about an early childhood service in Queensland, you can make a complaint by emailing the [complaint form \(PDF, 172KB\)](#) to ecec@qed.qld.gov.au.

You can find more information on our [contact us page](#) or the [ECEC complaints management policy](#).