



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 form on the [Queensland Government—complaints and compliments webpage](#)
- calling 13QGOV (13 74 68) within Australia
- calling +61 7 3328 4811 (+10 hours UTC) for international callers
- visiting one of [QGov's counters](#).

Customer complaints

A customer complaint involves an expression of dissatisfaction about the service or action of the department, or its staff, when the customer is directly affected by the service or action.

When your complaint is about a school matter, you can make your customer complaint directly to our school or Metropolitan Regional Office in the following ways:

- Emailing the School Principal or Administration on admin@sandgatess.eq.edu.au or phoning 073867111.
- Phoning Metropolitan Regional Office on 073028 8166. You are able to leave a message and a Regional Officer will return your call.

You can also make a customer complaint by:

- completing the form on the [Queensland Government - complaints and compliments webpage](#)
- calling 13QGOV (13 74 68) within Australia
- calling +61 7 3328 4811 (+10 hours UTC) for international callers
- visiting one of [QGov's counters](#).

Make sure you give **clear, complete and factual information** about what happened, when and where it happened and any other supporting information. Also tell us the outcome you are seeking or the action you want the school or department to take.

How we handle customer complaints

We try to resolve customer complaints as quickly as possible. Complaints made directly to the school will generally be addressed within 5 business days. More information regarding Customer Complaints in schools and Departmental response times when complaints are escalated beyond the school level can be found in the following location: <https://ppr.qed.qld.gov.au/attachment/making-a-customer-complaint-information-for-parents-and-carers.docx>