



Pacific Pines State High School Complaints Policy

Version 1 | Version Effective: 12/08/2025



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Complaints Process

At Pacific Pines State High School, we value feedback from parents, carers, students, and the community. Complaints are managed in line with the Queensland Department of Education's framework.

Please note the following:

- Be respectful; unreasonable conduct will not be tolerated.
- Complex matters may take time to resolve.
- If the complaint concerns a staff member, they will usually be informed and offered a right of reply.
- You may have a support person throughout the process.

Complaint Reasons

Subject-Related

Discuss with the **Class Teacher** or **Head of Department**.

Teacher Related

Discuss with **Head of Department**

Student Welfare Related

Speak with the **Year Level Dean** or **Year Level Head of Department – Engagement & Success**

Dissatisfied with Outcome

- Make an appointment, call, or email: office@pacificpinesshs.eq.edu.au
- Deputy Principal may act as a mediator or refer to relevant staff.
- Complaint is recorded and addressed.

Remains Unresolved

- If unresolved or involves a Deputy Principal, contact the **Principal**:
principal@pacificpinesshs.eq.edu.au

Beyond the School

Regional Office – If still unresolved after the Principal:

Regional Director

📮 PO Box 492, Oxenford QLD 4226

☎ 07 5656 6688

Queensland Ombudsman – For independent review:

📮 GPO Box 3314, Brisbane QLD 4001

✉ ombudsman@ombudsman.qld.gov.au

☎ 07 3005 7000 | 📞 1800 068 908





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Contact: Pacific Pines State High School
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