



Parent/Caregiver Complaint Process for Sarina State High School

At Sarina State High School, we value your input to our school. From time to time, you may have concerns relating to our school. Please see below the process to share your concerns with us.

Please ensure all interactions are calm and constructive so we can step out the best outcome.

For a complaint about **student** behaviour please:

Year 7

Email: admin@sarinashs.eq.edu.au

Phone and ask for: Paula Grundy

Stymie: <https://stymie.com.au/>

Year 8

Email: admin@sarinashs.eq.edu.au

Phone and ask for: Matt Allen

Stymie: <https://stymie.com.au/>

Year 9

Email: admin@sarinashs.eq.edu.au

Phone and ask for: Tracey Fickling

Stymie: <https://stymie.com.au/>

Year 10

Email: admin@sarinashs.eq.edu.au

Phone and ask for: Paula Grundy

Stymie: <https://stymie.com.au/>

Year 11

Email: admin@sarinashs.eq.edu.au

Phone and ask for: Matt Allen

Stymie: <https://stymie.com.au/>

Year 12

Email: admin@sarinashs.eq.edu.au

Phone and ask for: Tracey Fickling

Stymie: <https://stymie.com.au/>

For a complaint about a **staff member** please:

Email: admin@sarinashs.eq.edu.au or

phone 4943 8111 and provide the administration staff with the staff members name, student's year level and subject. These details will then be passed on to the appropriate person.

Stymie: <https://stymie.com.au/>

For all **other** complaints please:

Email: admin@sarinashs.eq.edu.au or

phone 4943 8111 and provide details to the administration staff to allow them to determine the appropriate person to step out the concern.

Stymie: <https://stymie.com.au/>

Initial responses will occur by close of business the next working day. Sarina State High School will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaints process.

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YUWI COUNTRY

14-30 Anzac Street SARINA QLD 4737

Tel: (07) 4943 8111 Fax: (07) 4943 8100

Email: the.principal@sarinashs.eq.edu.au Web: www.sarinashs.eq.edu.au