

COMPLAINT CLOSURE NOTIFICATION LETTER TO COMPLAINANT - template

Dear [complainant's name],

Thank you for raising your concerns regarding [insert summary description about the complaint] with us.

The University views all complaints received as an opportunity to improve the services delivered and appreciates your assistance in the ongoing improvement of these services.

I regret that you experienced dissatisfaction with [subject matter of complaint].

I now wish to confirm that I have completed my [either "enquiry into" or "investigation of"] your complaint.

My [either "enquiry" or "investigation"] involved gathering information / evidence in relation to [explain scope of the enquiry / investigation].

In addition, I considered [list the relevant legislation, Curtin policy or procedure or other instrument e.g. Staff Enterprise Agreement] in assessing the merits of your complaint.

Having carefully considered all the relevant facts of the matter, including the information you provided, I have decided that [report the findings in relation to the subject matter of the complaint – if necessary, on a point by point basis – and your final conclusion i.e. whether the complaint has been substantiated or not substantiated:

- If the complaint is substantiated and you have taken or will be taking particular disciplinary action in relation to a staff misconduct matter (e.g. requiring the respondent to attend training), you should not include this specific information in the letter as it is confidential between the employer and employee; however, you may say the complaint has been substantiated and any disciplinary action taken or to be taken by the University is a confidential matter].
- If the complaint is not substantiated, you should include a statement to the effect that your conclusion is not necessarily a finding that the complaint was untrue, but rather, there was insufficient evidence found to substantiate it].

Again, we appreciate that you have taken the time to inform us of your concerns, and can assure you that we have properly followed up and dealt with the issues raised; as such we now consider the matter closed.

However, if you are concerned that proper process was not followed in relation to the resolution of your complaint, you may submit a new complaint via our Complaints portal (clearly describing the alleged process failure) or, may refer the matter to an external regulatory body such as the Ombudsman.

Yours sincerely

[Your name]

[Your title]

[Your business unit]

[Today's date]