EMAIL NOTIFICATION OF A COMPLAINT – SENT TO THE LINE MANAGER

Dear Charlie,

Please find below a complaint notification that has been received by Curtin’s Integrity and Standards Unit (ISU).

Before proceeding, is this the first time you have been assigned a complaint for resolution at Curtin, or are you aware about any aspect of the complaint resolution process as it operates under our electronic complaint management system? If yes, please take a look at the high level, one page Complaint Management Electronic Workflow flowchart which summarizes the main workflow steps that will require your active involvement during the resolution of the complaint. The flowchart also contains links to other associated detailed explanatory information that should be of considerable assistance to you as you progress further.

NOTE: We have copied this complaint to relevant stakeholders for information and action, where required.

You should determine your course of action below within five working days of receipt of this notification.

After initially reviewing this complaint and the details therein, there are three courses of action available to you:

1. **ACCEPT** this complaint.

   If you choose this option, there are a number of important steps that should be followed in resolving any complaint. Please refer to the Complaint Notification Information which you may find helpful.

   Upon accepting the complaint, the system will automatically generate separate emails to:
   - the complainant to acknowledge your receipt of the matter and inform the complainant that you will commence your enquiries within ten working days (unless the complainant is anonymous); and
   - yourself to confirm your acceptance of the complaint and provide you with a link to the complaint handling checklist when you are ready to close the complaint.

2. **DECLINE** this matter

   If you have an actual, perceived or potential conflict of interest, Refer to the Conflict of Interest Procedures for further information.

3. **DECLINE** this matter

   If you are not the most appropriate decision maker.

   All emails relating to this complaint should be sent to ISU-CaseManagement@curtin.edu.au and must include the Complaint ID in the subject line.

Kind Regards

Integrity and Standards Unit
Curtin University
Tel: +61 8 9266 9184
Building 150 - Room 430
Email: ISU-CaseManagement@curtin.edu.au
Web: http://complaints.curtin.edu.au

Complaint Details

EXAMPLE