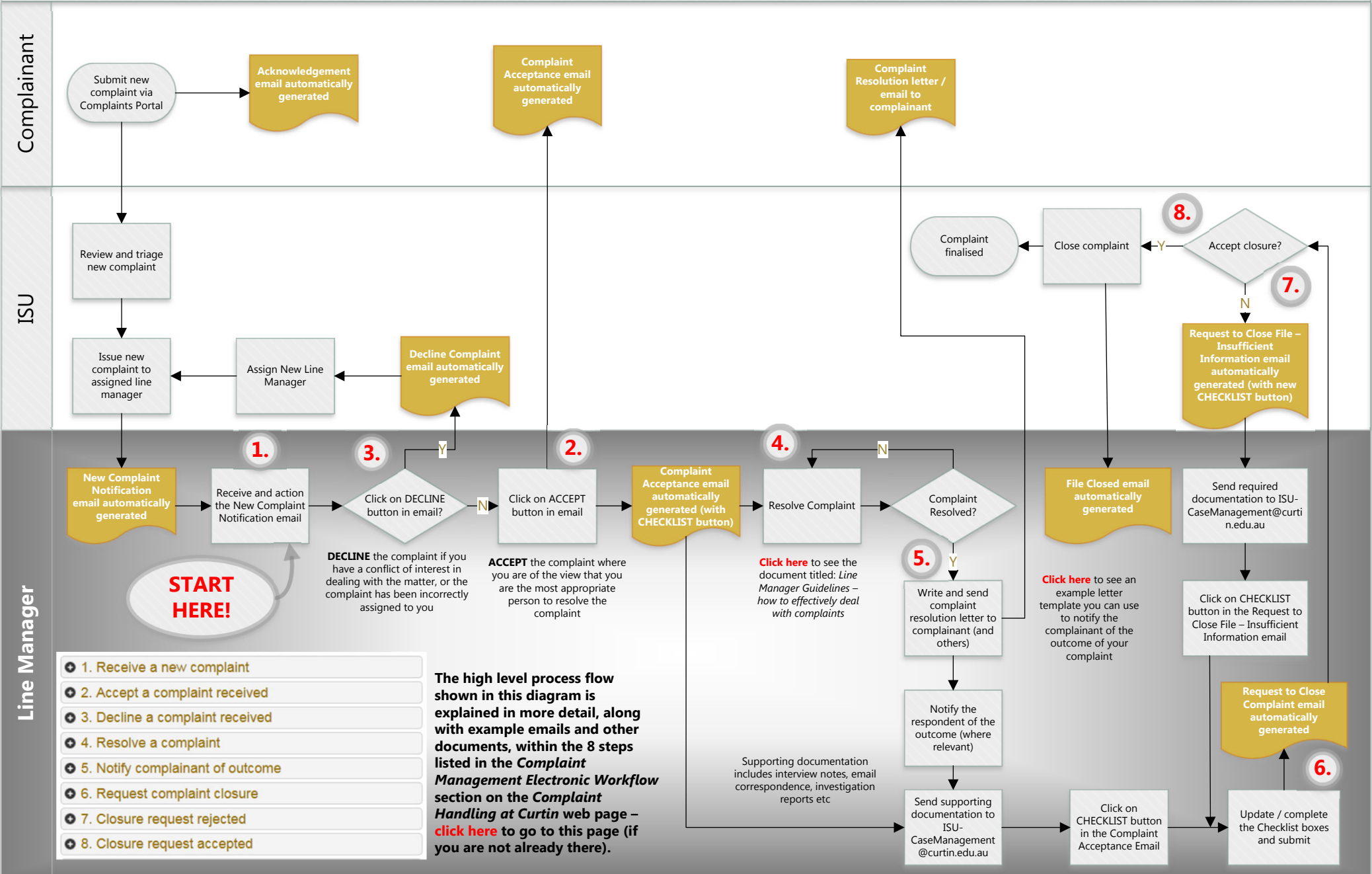


Complaint Management Electronic Workflow

updated 23 Jan 2019



- 1. Receive a new complaint
- 2. Accept a complaint received
- 3. Decline a complaint received
- 4. Resolve a complaint
- 5. Notify complainant of outcome
- 6. Request complaint closure
- 7. Closure request rejected
- 8. Closure request accepted

The high level process flow shown in this diagram is explained in more detail, along with example emails and other documents, within the 8 steps listed in the **Complaint Management Electronic Workflow** section on the **Complaint Handling at Curtin** web page – [click here](#) to go to this page (if you are not already there).

Supporting documentation includes interview notes, email correspondence, investigation reports etc

[Click here](#) to see an example letter template you can use to notify the complainant of the outcome of your complaint

[Click here](#) to see the document titled: *Line Manager Guidelines – how to effectively deal with complaints*