

EMAIL NOTIFICATION OF A COMPLAINT – SENT TO THE LINE MANAGER

Tue 16/04/2019 6:24 PM
ISU-CaseManagement@curtin.edu.au
Complaint ID: 20180330 - New Complaint

To: Charlie Bertlone

If there are problems with how this message is displayed, click here to view it in a web browser.

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 unsure about any aspect of the complaint resolution process as it operates under our electronic complaint management system? If so, please take a look at this high level, one page [Complaint Management Electronic Workflow flowchart](#) which summarises 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:

- [Click here](#) to **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.

- [Click here](#) to **DECLINE** this matter

if you have an actual, perceived or potential **conflict of interest**. Refer to the [Conflict of Interest Procedures](#) for further information.

- [Click here](#) to **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 100 - Room 430
Email | ISU-CaseManagement@curtin.edu.au
Web | <http://complaints.curtin.edu.au>

EXAMPLE

Complaint Details