



EMAIL ACKNOWLEDGMENT OF COMPLAINT ACCEPTANCE – SENT TO THE LINE MANAGER

 Tue 28/05/2019 10:24 AM
ISU-CaseManagement@curtin.edu.au
Complaint ID : 20190155 - Thank You / Checklist

To: Charlie Bertlone

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

Dear Charlie,

Thank you for accepting responsibility for resolving this complaint.

NOTE: PLEASE RETAIN THIS EMAIL AS YOU WILL NEED IT LATER IN ORDER TO REQUEST CLOSURE OF THE COMPLAINT.

Once you have:

1. completed your enquiries / investigation into the matters described in the complaint;
2. made a decision as to whether the complaint is substantiated or not;
3. formally communicated your decision to the:
 - Complainant
 - Respondent (if applicable); and
4. forwarded all correspondence and supporting evidence on the matter to the ISU via ISU-CaseManagement@curtin.edu.au

you will be ready to request closure of the complaint.

To request closure, first bring up this email and click on the Checklist button here: [Checklist](#). When you click on it, you will then be requested to:

- complete the Complaint Handling Checklist; and
- submit it to the ISU.

This in turn will send an automated response to the ISU requesting closure of your complaint.

Once we receive your request, we will review the documentation received to-date and the completed checklist, and decide to either:

- **close off the complaint; or**
- **return it to you if there is insufficient or outstanding information to be submitted.**

In either case, you will be notified by email of our decision.

Kind Regards

Integrity and Standards Unit
Curtin University

EXAMPLE