

REQUEST FOR COMPLAINT CLOSURE BY LINE MANAGER – COMPLAINT HANDLING CHECKLIST ENTRY

Case Update Entry Form
View Documents

Form: Complaint Handling Checklist
 Notes:
 Dear Charlie

Thank you for completing your enquiries into Complaint Id 20180350.
 Please complete the checklist (fully) below, then click on the SUBMIT button.

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>

Stage 1: CHECK AND ASSESS

A1. Are you the most appropriate person to deal with the complaint? (consider any conflicts of interest and that complaints should be resolved at the most appropriate level). Yes

A2. Have you registered the matter with the ISU if you received it directly? Yes

A3. Have you emailed the complainant within 5 working days to confirm receiving the complaint? Yes

A4/A5. Have you contacted the complainant to clarify the issues in their complaint, what outcome they are seeking and whether they have any safety or security concerns? Yes

Stage 2: ENQUIRE AND REVIEW

B1. Have you obtained information about the complaint, including consulting relevant policies and procedures, contacting relevant witnesses and obtaining evidence, if required? No

B2. Have you contacted the respondent and given them the opportunity to respond to the complaint and any adverse information obtained during the course of the inquiry? Yes

B3. Have you obtained and reviewed all relevant information to ensure you are making a fully informed decision? No

Stage 3: DECIDE AND IMPLEMENT

C1. Have you made a decision on the merits of the matter and what action, if any, should be taken to resolve the complaint? Yes

C2. Are there any systemic, policy or procedural issues which should be addressed to ensure similar complaints do not occur again? If so, these should be referred to the appropriate manager (and described on the next page). N/A

C3. Have you notified the complainant and respondent in writing of your decision? Yes

C4. Have you filed all documentation and records and closed the file, and provided all relevant documentation, emails etc to the ISU? No

COMPLAINT RESOLUTION SUMMARY

1. What was the outcome achieved?

Please tick which actions were taken:

(a) directive from Line Manager(s) to undertake relevant training and education

(b) withholding an increment

(c) withdrawal of other benefits

(d) transfer to another suitable position in the University.

(e) removal from any appointment or Office to which the Staff Member is assigned by the University, while remaining in the employ of the University.

(f) reversion to substantive appointment where a variation to employment contract exists.

(g) demotion by one or more classification levels or increments.

(h) termination of employment with notice.

(i) termination of employment without notice.

(j) other. Please specify the other.

Please specify the other action.

Is there a likelihood of the matter re-occurring?

As a result of this complaint, is there any cause and effect on other business areas within the University Community that requires consideration? Yes

If YES, please indicate what action has been taken, if any

In finalising this inquiry, are there any indications that suggest the complaint may be part of a systemic or on-going issue?

Could training (existing or otherwise) have prevented this complaint from occurring? No

In the course of your inquiry, have you identified any deficiencies in policies and/or procedures that may require a review as a result of this complaint?

In the course of your inquiry, have you identified any deficiencies in internal control systems that may require a review as a result of this complaint?

EXAMPLE