




## h. EMAIL REJECTION OF COMPLAINT CLOSURE REQUEST – SENT TO THE LINE MANAGER

 Thu 1/08/2019 4:40 PM  
ISU-CaseManagement@curtin.edu.au  
Complaint ID: 20190068 - Request to Close File Received - Insufficient Information

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 requesting ISU to close the file for the above matter.

Unfortunately, copies of one or more of the following items of correspondence / documentation have not been emailed to the ISU to enable closure of the complaint to occur:

- Complaint resolution letter sent to the complainant (where known);
- Notification of complaint outcome and decision in relation to discipline to respondent (where relevant);
- Supporting documentation (investigation report, interview notes etc), depending on the type of complaint;
- Evidence that other relevant stakeholders have been officially notified of the complaint outcome e.g. compliance officers who may have been notified when the complaint was first directed to you.

After providing the outstanding information, please resubmit the [Checklist](#) for complaint closure.

Kind Regards

Integrity and Standards Unit  
Curtin University  
Tel | +61 8 9266 9184  
Building 100, Level 4 - Room 430

Email | [ISU-CaseManagement@curtin.edu.au](mailto:ISU-CaseManagement@curtin.edu.au)  
Web | <http://complaints.curtin.edu.au>

EXAMPLE