

Complainant's Signature: _____

Date: _____

Support Person's Signature: _____

Date: _____

OFFICE USE ONLY

SECTION 2 - RECIPIENT OF COMPLAINT

This section is to be completed by the person who receives the complaint. Please indicate by ticking the appropriate box below:

Received by: Faculty Leader Executive Dean Complaints Officer

Name: _____

Position: _____

Date complaint received: _____

Signature: _____

Date: _____

CHECKLIST

- Form completed and signed
- Copied to the Complainant/Executive Dean/Complaints Officer/Faculty Leader
- Acknowledgement letter sent to complainant
- Complaint recorded in register

SECTION 3 - RESOLUTION AND RECORDING PROCEDURE

Initiate and report on investigation. The Faculty Leader or Executive Dean are to keep a written record of the dates, times and venues of all meetings, who is present at the meetings, the actions taken and agreed at the meeting, and any outcomes from previous meetings.

Date: _____

Action agreed: _____

Action taken: _____

Outcome:

Resolution:

A COPY OF THESE RECORDS MUST BE SENT TO THE COMPLAINTS OFFICER IMMEDIATELY AFTER EACH MEETING

- Letter sent by Faculty Leader to complainant communicating resolution
- Letter copied to Executive Dean/Complaints Officer
- Resolution noted in register