



# COMPLAINTS PROGRESS FORM

(This form may be used by internal including students, staff members)

PERSONAL DETAILS	
Name:	
Contact number:	
Course: (If course related)	
Action by AILC staff member:	
Notes and Determination:	
Reviewed By: Position Held:	
Date:	
Office use Only:	<input type="checkbox"/> All parties notified in writing      Date:..... <input type="checkbox"/> All parties satisfied with outcomes      Date: ..... <input type="checkbox"/> All parties advised of external arbitration
Actions agreed to resolve complaint - implemented	<input type="checkbox"/> Signed:.....
Action: Referred to Independent Arbitrator (If applicable)	
Notes and Determination:	
Arbitrator Name and Date	Date:.....
Further Action required	

