

Date: ____/____/____

Full Name of Complainant: _____

Email Address or Postal Address:

Subject: Outcome Notification – Complaint / Grievance / Appeal

Reference ID:

Dear _____,

We are writing to inform you of the outcome of your [complaint / grievance / appeal] submitted to the Central Australian Institute of Technology Higher Education (CAIT Hi-Ed) on ____/____/_____.

Following a thorough review of your submission, including any supporting documentation and relevant interviews or discussions, the following decision has been reached.

Outcome Summary:

- Final Decision: [e.g., Complaint Upheld / Not Upheld / Partially Upheld]
- Findings: [Brief summary of investigation findings]

- Actions Taken or Recommended: [e.g., policy changes, staff training, academic outcome change]
- Date of Resolution: ____/____/____

Next Steps:

If you are dissatisfied with this outcome, you may lodge a formal appeal within fifteen (15) working days of this notification. To do so, please complete the Appeals Submission Form available on the CAIT Hi-Ed website or from the Administration Office, and submit it to the Administration department.

If you require further assistance or clarification regarding this outcome, please contact.

Contact person or department: _____

email address / phone number: _____

Thank you for engaging with this process. CAIT Hi-Ed remains committed to resolving concerns fairly, respectfully, and in accordance with institutional policy.

Kind regards,

Your Name: _____

Your Position: _____

CAIT Hi-Ed

Email: _____

Phone: _____

Review Schedule

This document will be reviewed by the Operation's Review Committee (ORC) every three years.

Version History			
Version No	Approved by	Approval Date	Revision Notes
1.0	ORC	15 Aug 2025	New Form