

CAIT Hi - Ed Outcome Notification Template

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.

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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 |
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