

# Compliants Progress Form

## SECTION 1 – Complainant Details

<b>Name:</b>		<b>Title:</b>	<input type="checkbox"/> Mr	<input type="checkbox"/> Mrs	<input type="checkbox"/> Ms	<input type="checkbox"/> Miss
<b>Email:</b>		<b>Student No:</b>				

## SECTION 2 – ACTIONS: CEO/PEO

### CEO/PEO The Australian Institute of Commerce and Technology – Review and Determination

<b>Reviewed by:</b>		<b>Date:</b>	/	/	
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**Notes:**

**CEO/PEO Determination:**

<input type="checkbox"/> All Parties Notified in writing	<b>Initial</b>		<b>Date:</b>	/	/
<input type="checkbox"/> All Parties Satisfied with Outcome					
<input type="checkbox"/> All Parties advised of External Arbitration	<b>Initial</b>		<b>Date:</b>	/	/

### Actions agreed to resolve complaint – implemented

<input type="checkbox"/>	<b>Initial</b>		<b>Date:</b>	/	/
<input type="checkbox"/>	<b>Initial</b>		<b>Date:</b>	/	/
<input type="checkbox"/>	<b>Initial</b>		<b>Date:</b>	/	/
<input type="checkbox"/>	<b>Initial</b>		<b>Date:</b>	/	/
<input type="checkbox"/>	<b>Initial</b>		<b>Date:</b>	/	/

<b>CEO/PEO Signature:</b>		<b>Date:</b>	/	/	
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SECTION 3 – ACTIONS: Referred to Independent Arbitrator			
<b>Independent Arbitrator Review and Determination</b>			
<b>Arbitrator Name:</b>		<b>Date:</b>	/ /
<b>Arbitrator Notes:</b>   			
<b>Independent Arbitrator Determination:</b>   			
<b>The Australian Institute of Commerce and Technology Further Actions (as a result of External Arbitrator Determination) :</b>			
<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>			
<b>CEO/PEO Signature:</b>		<b>Date:</b>	/ /
SECTION 4 – Complaint Finalised Compliance Manager			
<input type="checkbox"/> All Parties Notified in writing	<b>Initial</b>		<b>Date:</b> / /
<input type="checkbox"/> Complaint Outcome recorded in Register	<b>Initial</b>		<b>Date:</b> / /
<input type="checkbox"/> Complaint Outcome recorded in SMS	<b>Initial</b>		<b>Date:</b> / /
<input type="checkbox"/> Complaint Closed	<b>Initial</b>		<b>Date:</b> / /
<b>CEO/PEO Signature:</b>		<b>Date:</b>	/ /