

Resolution Summary

The complaint or appeal was resolved by: _____

Initial member of staff approached _____

Member of staff referred to by the initial contact _____

Member of staff or Complaints / Appeals Panel convened to re-consider the complaint

The resolution was:

- Written undertaking or apology
- Remedial action (for example, the correction of records or improved practices)
- Retraining of staff or the issuing of new internal procedures or guidelines
- Other (please specify)

Please outline the terms of the resolution

ACTIONS COMPLETED: YES NO DATE: _____

OUTCOME PROVIDED TO STUDENT: YES NO DATE: _____

RESOLUTION COORDINATOR: _____ DATE: _____