

Complaints Progress Form

SECTION 1 – Complainant Details

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

SECTION 2 – ACTIONS: PEO

PEO Pioneer College – Review and Determination

Reviewed by:		Date:	
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Notes:

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PEO Determination:

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

Actions agreed to resolve complaint – implemented

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

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

Record of Updates and Changes:

Version No.	Issue date	Nature of Amendment
1.1	1 July 2020	Finalized document.
1.2	09 Feb 2022	Added Header and Footer, Adjusted Margin, Tables, Changed Font, Font Size, Font Colour, Alignment.
2.0	07 Oct 2022	Amended table, Changed Princeton logo to Pioneer