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Investigation Policy and Procedures

Approved on Date

Updated on Date

Policy:

[RSP] will retain records with respect to its investigation into a complaint for the greater of a period of 20 years or the minimum retention period required by law, consistent with the Ministry of Child, Youth and Family Services licensing requirements.

No employee shall destroy or otherwise dispose of an investigation file, in whole or in part, without prior written approval from [RSP].

Procedures:

1. The investigation file will be stored in facilities that are physically secure so as to maintain confidentiality and to protect against damage or loss.
2. The investigation file will be retained for the greater of a period of 20 years or the minimum retention period required by law.
3. If a complaint is being investigated by a third party (e.g., police, Coroner's Office, PACY), the underlying investigation file will be retained by [RSP] pending the completion of the external investigation(s) and any subsequent proceedings.
4. [RSP] will review the investigation file prior to any destruction of the file to determine whether the destruction should proceed.
5. The destruction of the investigation file must be conducted in a manner that ensures the maintenance of confidentiality.
6. A list or database of destroyed investigation files (and their contents) will be maintained by [RSP].