



[TO BE PLACED ON LETTERHEAD]

[Date]

Private & Confidential

Sent via [email, mail, in-person, etc.]

[Person's name]

[Person's address]

Dear [Name]:

Re: Complaint filed on [Date]

We are writing to advise you that [RSP] has received a complaint that is being investigated. We have appointed [name and title of investigator] to investigate the complaint. A copy of our Complaint Handling Procedure Brochure is attached, for your information.

You are receiving this letter because we have been told that you are someone who has information relevant to the investigation. [Name of investigator] will be contacting you to arrange a meeting in order to discuss what you know about the complaint. During your meeting, please let [name of investigator] know if there is anyone else we should speak with that might have information relevant to the investigation.

The investigation into the complaint is confidential. We will do our best to keep your information confidential but there may be times that we have to tell others the information we have talked about to make sure that our residents are safe or to get the information that helps us understand the complaint. We ask that you do not talk to other people about our conversations.

Anyone who we talk to as part of the investigation cannot get into trouble or be mistreated for having talked with us. If this does happen to you, please tell us right away so that we can deal with it.

If you have any questions about what we will be doing, please let us know by contacting [insert contact information].¹

Thank you.

[Insert name]

¹ Rubin and Thomlinson, *Human Resources Guide to Workplace Investigations* (Canada Law Book: Aurora, 2006) at 201-203.