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Investigation Policy and Procedures

Approved on Date

Updated on Date

Purpose:

[RSP] investigates complaints concerning the rights of children in our care which have been made through our internal complaint process and which cannot be resolved through an informal review, or if the informal review process is not appropriate based on the nature of the complaint.

The purpose of this Policy is to ensure that all investigations into complaints by [RSP] are conducted in a timely, fair, impartial, thorough and thoughtful manner, and in compliance with applicable policies and procedures.

Scope:

This Policy and our investigation procedures apply to all formal investigations into complaints concerning the rights of children in our care, or conditions or limitations imposed on visitors, conducted by [RSP].

This Policy does not apply to informal reviews of complaints, in which complaints are discussed with the parties involved with the goal of resolving concerns through understanding, dialogue and mediation.

Formal investigations are intended to allow [RSP] to gather relevant information and documentation from the parties and any witnesses that will allow us to make findings regarding complaints and take corrective action if necessary to protect rights and improve service for children and their families.

A complaint about the rights of a child in our care will be investigated by [RSP] if the complaint cannot be resolved through an informal review, unless [RSP] is of the view that a formal investigation is not appropriate in the circumstances.

In some cases, [RSP] may engage an external investigator (i.e. someone who is not employed by our organization) to complete an investigation into the complaint.

If a complaint involves harm or abuse, or the threat of harm or abuse, to a child or children, [RSP] must immediately report the complaint and the information on which it is based to a Children's Aid Society, PACY, police and/or to the MCYS through Serious/Enhanced Serious Occurrence reporting, as required. In these cases, [RSP] may be required to refrain from investigating the complaint as it will be handled by the appropriate authorities.