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Investigation Policy and Procedures

Approved on Date

Updated on Date

Policy:

Establishing a timeline for investigating complaints supports a proactive approach which helps ensure that concerns are addressed in a timely manner to prevent any violation or further violation of children’s rights, and to minimize any anxiety experienced by a complainant.

[RSP] will make all reasonable efforts to initiate an investigation into a complaint and conclude the investigation in a timely manner.

Procedures:

1. If the complaint could not be resolved informally through a review, [RSP] will initiate a formal investigation into the complaint, unless [RSP] determines that a formal investigation is not appropriate in the circumstances.
2. [RSP] will begin a formal investigation into a complaint within [2] business days of the completion of the review, or within [2] business days of receipt of the complaint if a review is not appropriate given the nature of the complaint.
3. Complaint investigations will generally be completed within [28] business days of the receipt of the complaint. If additional time is required to complete the investigation due to factors such as the number of allegations, the availability of the parties or witnesses or other reasons, [RSP] will advise the parties of the additional time required to complete the investigation.

Within Ten (10) Business Days:

[RSP] will seek to resolve the complaint through an informal review of the complaint with the parties involved. Please refer to our Complaint Policy and Procedures Form 1-E.

Within Eleven (11) to Twenty-One (21) Business Days:

At this stage, the formal investigative process is initiated by [RSP].

- An investigator will be appointed by [RSP].
- The scope of the investigation will be determined by [RSP] and the investigator.

Form 10-B – Investigation Timelines

- The parties and witness will be advised of the investigation and will be introduced to the investigator. [RSP] or the investigator will discuss the logistics of the interviews (dates, location, support persons, special accommodations) with the parties and witnesses.
- The investigator will begin a preliminary review of relevant documents including a copy of the written complaint, any incident reports (e.g. serious/enhanced serious occurrence reports, police reports), logs, personnel records, organizational policies, Ministry standards and other pertinent documents or policies that may apply to the situation.
- The investigator will interview the persons involved, including the complainant, respondent and any witnesses, in order to obtain their verbal or written statements with respect to the allegations made in the complaint. The investigator may need to meet with the parties and witnesses more than once in order to obtain all relevant information.
- The investigator will gather and review any additional relevant documents or physical evidence including (without limitation) records, reports, logs, emails, text messages, phone messages, pictures or graphic information, and so forth.
- The investigator will consult with the child's diversity representative or First Nations, Inuit or Métis community representative (if any) to ensure the information obtained through the investigation is an accurate representation of the child's diversity or cultural practices and needs.

Within Twenty-Eight (28) Business Days:

- The investigator will complete a Complaint Outcome Form or a written investigation report (as appropriate). The report will summarize all relevant information and documentation gathered during the investigation, the investigator's findings including whether the complaint was substantiated or unsubstantiated, and any recommendations or corrective action to be taken by [RSP].
- The report will be provided to [RSP] or its designate to take appropriate action.
- A letter summarizing the outcome of the investigation will be provided to the parties involved (i.e., the complainant, the respondent and the child involved if not the complainant).
- If the complainant is satisfied with the outcome of the investigation, no further investigative action is necessary. If the complainant is not satisfied with the outcome or the recommendations, [RSP] will provide the complainant and/or their representative with the contact information for PACY, and explain the complaint can be reviewed by the Minister for Children and Youth Services or investigated by PACY.