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Investigation Policy and Procedures

Approved on [Date](#)

Updated on [Date](#)

Policy:

The investigator appointed by [\[RSP\]](#) will endeavour to gather all documentation and other things relevant to the complaint.

Documentary or physical evidence can be collected from [\[RSP\]](#), the parties and witnesses, or third parties (e.g. records requested from a telephone service provider).

Documentary or physical evidence includes, but is not limited to:

- physical or electronic records (e.g. reports, logs, notes, files, calendar);
- e-mail communications;
- text messages;
- voicemail recordings;
- posts on social media (e.g. Facebook, Instagram, Twitter, blogs);
- internet history or searches;
- letters or cards;
- photographs;
- clothing;
- video or audio recordings; and
- information gathered from an inspection of the site when the alleged events took place.

Procedures:

1. The investigator cannot compel an individual to surrender documents or things, or search their personal space or belongings (e.g. person, bedroom, cell phone, purse, locker).
2. The investigator may ask the parties and witnesses to produce the documents or things voluntarily, or to take their refusal to do so into consideration when analysing the evidence.
3. [\[RSP\]](#) can provide the investigator with documents or things in which its staff members and residents do not have a reasonable expectation of privacy and

Form 10-E – Gathering and Preserving Documentary Evidence

are obtained in a manner consistent with [RSP]'s personal and room search policy.

4. It may be necessary for the investigator to use the assistance of a specialist (e.g. I.T. professional) to search databases or recover relevant electronic records.
5. The investigator will use best efforts to preserve the documents or things in their original form.
6. An original document (even if it is a copy made by the investigator) should not be marked or altered in any way.
7. The investigator will ensure that all original or copies of documents and things are stored securely in a physical or computer investigation file, or both.
8. The investigator will not authorize anyone to access the investigation file during the investigation, unless required by law.