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Investigation Policy and Procedures

Approved on [Date](#)

Updated on [Date](#)

Policy:

After all of the evidence has been gathered from the parties and witnesses, including documents and things, the investigator will analyse the evidence and make findings of fact. The investigator will decide whether certain events or conduct are more likely than not to have occurred based on the evidence collected during the investigation.

The investigator's findings will be documented in the Complaint Outcome Form or in a formal investigation report, as requested by [\[RSP\]](#). A copy of the Complaint Outcome Form or formal investigation report will be provided to senior management of the [\[RSP\]](#) or their designate.

A summary of the investigator's findings and any recommendations or corrective action which is not confidential will be shared by [\[RSP\]](#) with the complainant and respondent, in writing.

Procedures:

Formal Investigation Report

1. If a formal investigation report is prepared for [\[RSP\]](#), it will include the following:
 - A summary of the complaint;
 - A description of the scope of the investigation;
 - An overview of the investigative process, including the names of the witnesses, list of the documents and a timeline of steps taken;
 - An outline of any interim actions taken;
 - Information relating to the parties (e.g. their relationship to one another and [\[RSP\]](#));
 - Identification of the applicable legislation policies and/or standards;
 - A statement of the evidentiary standard (i.e., balance of probabilities);
 - A summary of the information collected from the parties, witnesses, documents or other evidence;

Form 10-F – Reporting Findings

- The key factual findings made by the investigator and credibility determinations;
- Any issues that could not be resolved;
- Recommendations for corrective action, if any (if requested by the RSP);
- Date and signature of the investigator; and
- Exhibits (e.g., witness statements, documents).

Formal Investigation Reports and Complaint Outcome Forms

2. The report should be organized in such a way that anyone reading it will understand it without having to look at other materials.
3. The names of individuals mentioned in the report (e.g., children) may be anonymized to protect their privacy.
4. The report must be written in a clear, neutral, respectful and professional manner.
5. The report must contain the investigator's determination as to whether the complaint (or specific allegations) is substantiated, unsubstantiated or inconclusive.
6. The report must be proofread for spelling, grammar, tense and punctuation before it is finalized.
7. The report will be marked "confidential" and securely stored and retained in the investigation file.
8. The report will remain the confidential property of [RSP] and is intended for internal use only (e.g., to inform Annual Review and Plan). No [RSP] staff shall improperly access the report or release it externally.
9. An investigation report and Complaint Outcome Form will not be provided to the complainant or respondent. Rather, [RSP] will provide the parties with a written summary of the investigation findings and any corrective action to be taken which is not confidential. This written communication to the parties will be placed in the child's file.

References: [Complaint Outcome Form, Form 16](#)

[Investigative Report Template, Form 17](#)