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Investigation Policy and Procedures

Approved on Date

Updated on Date

Policy:

Based on the findings made by the investigator, [RSP] will decide whether a right, policy, standard or legal requirements has been violated. If a violation is found, [RSP] will determine the appropriate corrective action in the circumstances. Any corrective action to be taken which is not confidential will be shared in writing with the complainant and respondent.

Procedures:

1. If the complaint is substantiated by the investigator, [RSP] will consider the resolution proposed by the complainant in determining the corrective action to be taken.
2. If the investigation was inconclusive, [RSP] may determine to implement corrective action in “good faith” and as a matter of best practices.
3. [RSP] will determine corrective action that is appropriate and proportionate to the allegations in the complaint which are substantiated (or inconclusive). Any corrective action will be consistent with applicable rights, policies, standards or legal requirements.
4. Corrective action may be reviewed with a diversity representative or representative from the child’s First Nations, Inuit or Métis community to ensure that it is fair and consistent with, or achievable in relation to meeting, a child’s diversity practices and needs.
5. If the complainant disagrees with the corrective action, [RSP] will meet with the complainant and their representative as soon as possible to review the corrective action and explore other options for corrective action. The complainant will be provided with information on how to proceed with a review of their complaint by the Minister of Children and Youth Services or an investigation by PACY.
6. If the complainant disagrees with the outcome of the investigation and/or corrective action, the disagreement will be noted in the child’s file, the Complaint Outcome Form and on the Complaint Tracking Form.
7. Corrective action to be taken by [RSP] may include, but is not limited to:

Form 10-G – Corrective Action

- an apology or explanation;
 - counselling for children or staff;
 - education and training for staff;
 - a verbal or written reprimand;
 - suspension of staff without pay;
 - transfer of staff to another position;
 - termination of staff's employment or services;
 - reassessment of a child's needs; and/or
 - changes to a policy or practice of [RSP].
8. [RSP] will designate a staff member(s) to promptly implement any corrective action and to regularly monitor its implementation.
9. [RSP] will follow-up with the complainant within a reasonable time to confirm that the corrective action has been implemented and to determine whether their concerns giving rise to the complaint have been adequately addressed or remedied.

References: [Investigation Outcome Letter to the Complainant, Form 18](#)

[Investigative Outcome Letter to the Respondent, Form 19](#)