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Investigation Policy and Procedures

Approved on Date

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Policy:

A complainant may request that their complaint be deferred or withdrawn at any point after it has been received by [RSP] and for any reason. For instance, a complainant may withdraw their complaint if they wish to pursue an external complaint process.

Where [RSP] receives a request from a complainant to defer or withdraw their complaint, it will arrange a meeting with the complainant to explore the reason for the request and to ensure that the request is not being made under duress, threat of harm or another form of reprisal.

[RSP] will have the discretion to accept or not accept a request to withdraw or defer a complaint. [RSP] may elect to review or investigate a complaint even if the complainant wishes to have it withdrawn or deferred. In exercising its discretion, [RSP] will complete a risk assessment to determine if there are any physical or mental health risks in not pursuing a review or investigation of the complaint.

Each request to defer or withdraw a complaint will be considered by [RSP] on a case-by-case basis.

Procedures:

1. A request to defer or withdraw a complaint must be made by the complainant to [RSP] in writing, if possible. If the complainant is unable to make the request in writing, [RSP] will document the request, the reasons for the request and the reason why the request could not be made in writing by the complainant. This information will be documented in the Complaint Outcome Form.
2. [RSP] will meet with the complainant to discuss the reasons for their request. [RSP] will ensure that the request is not being made under duress, threat of harm or another form of reprisal.

Form 10-I – Deferring or Withdrawing a Complaint

3. [RSP] will complete a risk assessment to determine if there are any potential physical or mental health risks to a child in not pursuing a review or investigation of the complaint.
4. If the request to defer or withdraw a complaint is made by a child, [RSP] will discuss the matter with the child's parent or representative prior to closing the file.
5. [RSP] will have the discretion to accept or not accept a request to withdraw or defer a complaint. [RSP] may elect to review or investigate a complaint even if the complainant wishes to have it withdrawn or deferred.
6. [RSP] will advise the complainant of its decision with respect to the request to withdraw or defer a complaint within two (2) business days of meeting with the complainant. The decision will be communicated to the complainant in a manner which is suitable to their level of understanding.
7. If a complaint has been deferred or withdrawn, [RSP] will document this outcome on the Complaint Outcome Form and Complaint Tracking Form.
8. A complainant may "reactivate" a complaint that has been deferred or withdrawn at any time by making a request, in writing where possible, to [RSP].