



[TO BE PLACED ON LETTERHEAD]

[Date]

Private & Confidential

Sent via [email, mail, in-person, etc.]

[Person's name]

[Person's address]

Dear [Name]:

Re: Complaint filed on [Date]

[RSP] has received a complaint about you involving allegations that [describe complaint in detail]. If these allegations are true, then someone's rights have been affected. [Name and title of investigator] has been appointed to investigate this complaint. A copy of our Complaint Handling Procedure Brochure is attached, for your information.

[Name of investigator] will be meeting with you and others to talk about the complaint. [Name of investigator] will be contacting you soon to set up a meeting to discuss the complaint and your response (i.e. your side of the story). No decisions have been made yet and none will be made until after you have met with [name of investigator].

When you meet with [name of investigator], you will be asked if there is anyone else we should speak to who might have information which is important to the investigation.

At any time during your interview and the investigation, we can arrange for a person you trust and/or a cultural/diversity representative to assist you and provide support.

We will do our best to keep your information confidential but there may be times when we have to tell others about the information you have discussed with [name of investigator] to make sure that you are safe, other residents are safe, or to get more information that helps us understand the complaint. We ask that you do not talk to other people (aside from your support person) about our conversations.

Anyone who we talk to as part of the investigation cannot get into trouble or be mistreated for having talked with us. If this does happen to you, please tell us right away so that we can deal with it.

Once we have all of the information, we will tell you what the outcome of the complaint is and what (if anything) needs to be changed now and in the future. We want to know how you think the complaint should be handled by us.

If you have any questions about what we will be doing, please let us know by contacting [insert contact information].<sup>1</sup>

Thank you.

[Insert name]

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<sup>1</sup> Rubin and Thomlinson, *Human Resources Guide to Workplace Investigations* (Canada Law Book: Aurora, 2006) at 201-203.