



COMPLAINT INVESTIGATION PROCEDURE

There will be times when a complaint will need to be investigated and evidence gathered. An investigation helps determine the facts relating to the incident, as well as possible findings and, if requested recommendations. Any investigation we conduct will be fair to all people involved and will be undertaken by an unbiased person.

If we decide that a complaint should be investigated, we will follow the steps outlined below.

1. We will provide a written brief to the investigator that sets out the terms of engagement and his or her roles and responsibilities.

2. The investigator may:

- interview the complainant and record the interview in writing
- provide full details of the complaint to the respondent(s) so that they can respond
- interview the respondent(s) to allow them to answer the complaint and record the interview in writing
- obtain statements from witnesses and collect other relevant evidence
- make a finding as to whether the complaint is: o substantiated (there is sufficient evidence to support the complaint) o inconclusive (there is insufficient evidence either way) o unsubstantiated (there is sufficient evidence to show that the complaint is unfounded) o mischievous, vexatious or knowingly untrue.
- provide a report to the CEO/tribunal documenting the complaint, the investigation process, the evidence, the finding(s) and, if requested, any recommendations.

3. We will provide a report to the complainant and the respondent(s) documenting the complaint, the investigation process and summarising key points from the investigation.

4. The complainant and the respondent(s) will be entitled to support throughout this process from their chosen support person or adviser (e.g. an MPIO).