

Life Cycle for Conducting an Investigation

The following steps should be taken *as soon as* a verbal or written complaint is received.

Ensure Confidentiality

Protect confidentiality to best of your ability. Sometimes, it's not possible to keep all information completely confidential when conducting a thorough investigation.

A1

Provide Interim Protection

Take immediate measures for protection of accuser or the alleged victim. Employer and accuser must work together to arrive at amenable solution.

A2

Select Investigator

Someone who can investigate objectively without bias. Must have skills that include prior investigative knowledge and working knowledge of employment laws.

A3

Create Plan

Must be planned to be effective and properly executed. Should include an outline of the issue, development of a witness list, sources for information and evidence, interview questions targeted to elicit crucial information and details, and a process for retention of documentation.

A4

A8

A1

A7

A2

A6

A3

A5

A4

A5

Develop Interview Questions

Should be developed ahead of time in the planning stage; additional questions can be added throughout

A6

Conduct Interviews

Investigator should inform all parties involved of need for the investigation and the process. Investigators must determine employee credibility.

A7

Make a Decision

Be careful not to jump to conclusions before all facts are available. Evaluate all information for a formal recommendation.

A8

Close Investigation

Once a decision is made, notify of the outcome to both employee filing the complaint and the accused. Let the complainant know that the organization took the complaint seriously and took appropriate action. Be sure to develop a written summary of the investigation in a final report.

