

Investigating complaints

Checklist

Use the checklist below to support you in investigating a complaint.

- Determine who to meet with. This is likely to be the complainant, the subject of the complaint and other witnesses/relevant parties to establish the facts and ensure the investigation is fair and balanced.
- Maintain a written record of any meetings with witnesses and other relevant parties, along with other evidence/findings, which can be referred to when developing an investigation report, making the decision and used at a complaints panel hearing if required.
- Allow parties to be accompanied to any meetings that take place during the investigation if they wish, making reasonable adjustments where required.
- Be clear that any witness statements could be disclosed to other relevant parties, who should be permitted to challenge this as part of the investigation. There should be transparency to allow both sides to make a comprehensive and relevant case.