

## **Suggested Steps in Investigating a Complaint**

### **GATHER EVIDENCE**

- Consider both written and verbal evidence
- Check telephone and email records
- Review file

### **SPEAK TO STAFF**

- Are witness statements appropriate?
- Are all potential witnesses available to make statements?
- Ensure staff on annual leave / on sick leave are interviewed if necessary

### **EVALUATE ALL EVIDENCE INDEPENDENTLY**

- Ensure that no evidence has been overlooked
- Consider the nature of the complaint, its validity, and the aims of the complainant(s)

### **BASED UPON EVALUATION, DECIDE UPON APPROPRIATE REMEDY**