

WORKFLOW OF INVESTIGATION PROCESS

Receive Complaint (HR)

NO
Notify
Complainant in
writing

Complete Initial Case
Assessment (HR)
Determine whether an
investigation or informal
resolution is most appropriate

YES t Informal
Resolution

YES t Investigation
Notify complainant (include
sufficient particulars) and
respondent in writing that
investigation proceeding

Prepare Terms of
Reference (TOR) and
Investigation Plan

Gather Evidence
And interview
Witnesses

Prepare an
Investigation Report

Insufficient
Evidence to
Support
Allegation(s)
Notify complainant
and respondent in
writing

Consider
Response
Notify the
respondent and
take appropriate
act