Let's start by looking at the table contents see you can see what it is that you've purchased.

NOTE: It is critical that you serve as an unbiased party to the incident. See Letters to interested parties regarding agreement of the investigating party.

* Gather relevant data regarding the complaint
  + Get written complaint from accusing member or written statement from the member or from the manager to whom the verbal report was made.
  + Review personnel files of both parties to verify if there have been any previous complaints made or accusations.
  + Create initial list of people to interview, note witnesses may not be named until the Accuser and Accused have been interviewed.
* Schedule interviews
  + Start with Accuser, Accused, then witnesses by relevance if applicable.
* Ensure Confidentiality
  + Present each interviewee with the Confidentiality and Non-Disclosure Agreement.
* Explain your role and reason for the interview.
* Ensure all parties are aware that retaliation of any kind will not be tolerated
* Confirm neither the Accuser or the Accused object to you conducting the investigation.
* Complete Interviews
  + Read through interview questionnaire for the appropriate person being interviewed.
  + Take notes on the forms provided. Keep your notes as factual and objective as possible. Date and time stamp them.
  + Use as many forms as needed to document each incident reported.
  + Do not provide a copy of your notes to the person being interviewed.
  + Make a creditability judgment (if possible) of each person at the time of the interview – record your observations in your notes.
  + Give the Accused a detailed version of the complaint(s) so that they can respond fully.
* Come to a conclusion
  + Create your report and provide it to the appropriate decision maker based on company policy or procedure.
  + Inform the Accuser and Accused of the conclusion, in writing, including any company plan of action.
    - This will be a truncated version of the report – not the actual report with your conclusions.
    - Keep this to a couple of paragraphs, 1-2 with the conclusion and then 1-2 with the plan of action.
  + Have them sign the truncated report to acknowledge that they received the conclusion and plan of action and agree with it.
* Follow up
  + With Accuser – first in 2 weeks, then in 2 more weeks and then in 2 months.
  + Verify that they are not experiencing any retaliation or continued disturbances.

**Please Note:** Do not form any conclusions until you have interviewed all the parties involved and reviewed all relevant documentation. You may form your conclusion only *after* you have gathered all the data available to you.