

# TOP TIPS: THE INVESTIGATION PROCESS

## Policy

Have a policy in place on how to approach investigations.



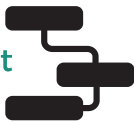
## Logic

Let the facts speak - not opinion, perception or emotion.



## Approach

Ensure that your investigation is informed by a risk assessment and considered management approach.



## Administration

Remember that internal investigations are an administrative review - not a criminal process.



## Legality

Look at the legal frameworks of all parties involved.



## Do no harm

Make sure any inquiry does not create risk or cause additional harm.



## Neutrality

Ensure that those conducting the investigation are able to maintain neutrality throughout the process.



## Balance

Maintain reasonable balance between policy, process and realities.



## Document

Document, even when nothing is found or when a report is not investigated.



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