

Five Principles of an Investigation

1. Maintain confidentiality

Ensure all information is filed in a secure and private location. Do not share information regarding the disclosure with anyone in your organization, unless they have a pertinent need to know. Individuals you need to share information with may be defined explicitly within your organization by developing your section 6 procedures. See suggested procedures in the toolkit.

3. Follow procedural fairness

Resolving disputes or conflicts is not easy. As a PID officer, maintain transparency and follow due process. Allow all parties to be heard before making a decision in your investigation. Revert back to step 3, point 3 in the "Officers Guide to Investigating an Alleged Wrongdoing." Ensure you have not missed necessary information to make your decision.

5. Communicate

Ensure you have various means to communicate with both the discloser and alleged wrongdoer, as well as your Permanent Head. Use e-mail, phone, text, in person communication, whatever works best for you, while remaining open to the needs of others.

2. Stay impartial

Investigators are impartial bodies between the discloser and the individual alleged to have committed a wrongdoing. You shall maintain an unbiased approach in order to conduct a fair investigation. This may be challenging considering those involved in the investigation may be emotional about information they are sharing. Do your best to respect all parties position while keeping an open viewpoint during the course of the investigation.

4. Ask for assistance

In some cases a third party is needed to make the appropriate decision. When in doubt, ask. You can reach out to PSC's PID Officer or the Commissioner to assist in making your decision. Remember to maintain anonymity of the individuals involved by sharing the necessary information to build context while removing personal details.