



Workplace Bullying: Investigation Process

TASKS TO BE COMPLETED	DATE COMPLETED	COMMENTS
1. RECEIVE COMPLAINT a. Informal (verbal) or Formal (written) b. Additional information required? (dates, times, witnesses).		
2. INTERIM STEPS a. Leave Of Absence with pay b. Notifications (RCMP, Police, etc.)		
3. APPOINT INVESTIGATOR		
4. CONTACT PARTIES a. Advise the Complainant of right to representation and to review the workplace bullying procedure provide copy or e- document.		
5. THRESHOLD REVIEW		
6. PLAN OUT THE INVESTIGATION a. Map out the investigation plan, timelines. b. Identify potential witnesses. c. Identify potential documentary evidence (rules, policies, memos, notes, computer/phone/building access logs, schedules, expense reports and/or receipts, personnel files, sample work). d. Prepare an outline of questions, based on information disclosed to date. e. Establish secure and confidential method to gather information		
7. INFORM RESPONDENT OF COMPLAINT (if written, provide a copy) a. Provide a copy or e-link and advise the Respondent to review the workplace bullying procedure. b. Explain process, right to representation, duty of confidentiality. c. Ask or advise that written submissions are acceptable, if Respondent wants a detailed written response. d. Set a date for receipt of response and witness list prior to interview, and set a date for interview of Respondent.		

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<p>8. INTERVIEW COMPLAINANT</p> <ul style="list-style-type: none"> a. Explain process, complainant should be advised ahead of time and no further meetings/discussions with employee if representation is exercised by employee, right to representation, duty of confidentiality. b. Record additional details of incident (s). c. Receive, record and preserve any relevant documentation. d. Request/receive witness list. e. Clarify remedy/resolution being sought by Complainant. 		
<p>9. INTERVIEW RESPONDENT</p> <ul style="list-style-type: none"> a. if right to representation is exercised by Respondent, then no further meetings/discussions with Respondent should happen unless union/ Federation present b. Review written response with respondent. c. Clarify and record responses to allegations. d. Identify/probe discrepancies and allow Respondent to respond. 		
<p>10. INTERVIEW WITNESSES</p> <ul style="list-style-type: none"> a. Advise witness of right to representation and if witness exercises that right no further discussions / meetings should happen until representation present NB – also the representative for witnesses should be a different person than who represents the Complainant or Respondent b. Advise of duty to maintain confidentiality and fact witness will not be made privy to outcome of investigation. c. Advise that their evidence, if relevant to issues in dispute, will be shared with both parties for response. d. Validate facts through witness interviews. e. Provide each witness with a copy of his / her statement for review and validation I do not provide witnesses with copy of their statement to keep. DO NOT RECEIVE ADDITIONAL COMPLAINTS FROM WITNESSES – ADVISE THEM OF ABILITY TO INITIATE SEPARATE COMPLAINT. 		
<p>11. REVIEW AND ANALYZE EVIDENCE TO ENUMERATE FINDINGS OF FACT</p> <ul style="list-style-type: none"> a. Review Complaint, responses, witness statements and evidence. b. Identify points of agreement and disagreement. c. Re-interview witnesses and/or parties to clarify disparities where necessary. d. List Findings of Fact. 		

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12. Or SHARE VERBAL SUMMARY of FINDINGS with Complainant and Respondent <ul style="list-style-type: none"> a. Provide written or oral summary of findings to Complainant and Respondent. b. Receive and consider or APPEAL re evidence not previously considered within time limit. c. Revise report as necessary 		
13. FINALIZE REPORT AND PROVIDE IT TO DESIGNATED RECIPIENT(S)		

Adopted from: Coleman, Sarah. A., Otten, Allyson, L. "An Educator's Guide to Understanding Workplace Harassment."