Complaint Investigation – [Incident Name]

**Template Instructional Box – Delete once used**

**Recording of an investigation into an incident or complaint**

As soon as an issue starts to develop at your club, it is vital that the Board/Committee documents all relevant actions and communication relating to the issue. Use this document to note the actions, conversations, interactions and steps taken, once a complaint or incident occurs at your club.

Key points to documents to include but not limited to:

* Relevant interactions – in person or via phone
* Emails or other correspondence
* Meetings – both formal and informal
* Key information such as:
  + Date
  + Who attended
  + Overview of conversation or matters discussed
  + Follow up actions
  + Any supporting information

This information should be recorded in an Incident Investigation document (ie this form) and kept on file. Note, this from is NOT a Complaint or Incident Report form. It is a template to help document and record what happens next.

**Management of Incidents and Complaints**

* Club Board/Committees should ensure that this document becomes embedded into their governance operations to ensure that the database is handed over to the members of future Boards/Committees.
* Update these instructions to meet the needs of your club and how you use this database
* It should be used conjunction with:
  + Complaint Form
  + Incident Management Database
  + Relevant policies

**Remember, it is important that all records relating to complaints must be maintained in a secure and confidential place. They should also be kept for 7 years.**

**Incident Number: [Add]**

Category: **[Add]** | Date: **[Add]** | **Status: [Add]**

Investigation conducted by: **[Add Name and position]**

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*Note, ‘Styles’ has been used to create the headings in this document which automatically creates the ‘Table of Contents’ has been used to format this document.*

# Summary

[Add summary details of issue]

# Contact details:

[Add the names and details of any relevant people to the investigation].

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Role** | **Phone** | **Email** |
|  | The Complaint |  |  |
|  | The Responder |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

# Additional Resources & Files

[List any additional information or references ie emails, records, files, evidence and where they are saved]

# Background

[Provide background information and additional actions taken before the investigation occurred]

|  |  |
| --- | --- |
| **Background** | |
| [Add Date] | Space for additional background updates |
| [Add Date] | Space for additional background updates |
| [Add Date] | Space for additional background updates |
| [Add Date] | Space for additional background updates |
| [Add Date] | Space for additional background updates |
| [Add Date] | Space for additional background updates |
| [Add Date] | Space for additional background updates |

# Investigation

[Maintain information and interactions regarding any formal investigation]

|  |  |
| --- | --- |
| **Investigation** | |
| [Add Date] | Add details about the investigation |
| [Add Date] | Space for additional updates |
| [Add Date] | Space for additional updates |
| [Add Date] | Space for additional updates |
| [Add Date] | Space for additional updates |
| [Add Date] | Space for additional updates |
| [Add Date] | Space for additional updates |
| [Add Date] | Space for additional updates |
| [Add Date] | Space for additional updates |
| [Add Date] | Space for additional updates |
| [Add Date] | Space for additional updates |
| [Add Date] | Space for additional updates |

# Hearing

[If a hearing is required, add details such as panel, date, summary of hearing, outcome etc of the hearing here]

|  |  |
| --- | --- |
| **Hearing** |  |
| [Add Date] | Add details regarding any hearings of the incident |
| [Add Date] | Space for additional updates |
| **Outcome** | |
| [Add Date] | List any sanctions imposed |
| [Add Date] | Provide details of if and when the matter was reported above |
| [Add Date] | Matter is now considered **CLOSED.** |

# Appendix 1:

[Add if relevant]