

Investigation



Policy and procedure

1.
Where there is evidence to support any complaint or accusation howsoever received then an investigation will be implemented.

2.
Investigations will be fair and legal in their performance, with efforts to ensure that all parties are treated with dignity and respect. All communications and evidence will be tracked and logged by a person not directly involved with those under investigation.

Where appropriate as defined in safeguarding policies, or there is a legal requirement to do so, law enforcement or social service bodies will be contacted.

3.
Any investigation will endeavour to: establish facts; identify the cause and scale of any breach of protocol, legal requirement or code of conduct; identify necessary actions with a view to existing or previously qualified candidates or courses; identify patterns that may inform policies, procedures or risk assessments; generate a report for review by any parties deemed necessary within the confines of data protection and confidentiality requirements.

4
Most investigations will follow a similar procedure, outlined as:

- i. Anything collected during an investigation will be secured according to data protection legislation and policy, will not be disclosed to a third party except where legal imperative exists, with any copy of original documents verified as true and unedited copies.
- ii. All material, paperwork and documents lead to an upheld complaint or allegation will be safely stored according to data protection legislation and policies for not less than five years from the completion of any investigation or case hearings by internal or external bodies.
- iii. Outcomes and sanctions will reflect the nature and seriousness of the degree to which accusations or complaints are upheld, with the appeals policy coming into play upon such sanctions or outcomes being communicated. Outcomes may include: Verbal or written warning, cessation of contract, invalidated certification, civil or criminal proceedings.

5.
Report writing follows the normal timescales in the complaints and appeals policies and procedures, with all relevant parties receiving a copy

6.
Do-Cornwall reserves the right to communicate with regulatory bodies as a stakeholder in the need to maintain qualification integrity..