

10 Minute Tutor Investigation Skills Handout

You can use this handout along with the accompanying video.

Why do we investigate complaints?

To rectify errors made

To find out if there is a need to investigate

People are listened to and treated fairly

To remove bias

Legal requirement

Service areas learn from their errors

What would be the implication of not investigating thoroughly and fairly?

Lose credibility

Same errors repeated

Someone could come to harm

Public would lose faith in the service

Lack of trust from the public

Reputational risk

How can we approach an investigation?

Agreeing – Expectations, agree the complaint, agree timescale and process.
Method of communication. Focus on outcomes.

Investigation – Planning, gathering information, analysing, evaluating.

Reaching a decision – Do you uphold/Not uphold complaint?

Communicating your decision – Report, is it clear, honest, transparent?

Resolution – Ensure if a resolution has been agreed to act upon it

Learning Lessons – What have you learnt from this investigation, how do you prevent it from reoccurring?

What should a report include?

Those who were interviewed

Conclusion

If the complaint is upheld/not upheld

What went wrong

If appropriate, an apology, an offer of redress

How the complainant can escalate to PSOW or other relevant body

Guidance on written responses

Make it personal to the individual

Address all points

Make sure the individual's details, dates and grammar are correct

Be clear
Aim for a simple structure

Explain any abbreviations/technical terms used

Could someone else read the draft for you before sending?