

Complaint Investigation



WHO –

- is involved?
- are the witnesses?

WHAT –

- happened?
- documentation is available?
- was violated?

WHEN –

- did the incident occur?
- did the unit member know about the problem?

WHERE –

- did the incident occur?

WHY –

- did the problem arise?
- do you think it is grievable?

HOW –

- has the unit member been affected?
- is anyone else in the unit affected?
- should this matter be processed?

