Serious Occurrence Report

Review and Resolution Process

SERIOUS OCCURRENCE INVESTIGATION PROCESS

Step 1	Receiving the official complaint
Step 2	Notify Discipline Chair immediately
Step 3	Planning the investigation
Step 4	Conducting the interviews / Gathering of evidence
Step 5	Analyzing the information & evidence gathered
Step 6	Documenting the investigation
Step 7	Complete the investigation report

STEPS IN PLANNING

Identify the allegations		**Select the means**
Step 1	The specific issues	Documents / Tools / Report
Step 2	Applicable corporate policies	Interviews
Step 3	Applicable contract(s)	Confidentiality – location
Step 4	Applicable collective agreement – N/A	Other
Step 5	Applicable legislation	ESA, OHRC

FUNNEL APPROACH (The Pyramid)

Open phase: Meeting the plaintiff

- Learn all relevant evidence
- Ask open-ended questions: Who? / What? / Where? / How? / Why?

Clarification phase - if required

- Get clarification of details

Pinning down phase: Closing the door

- Make sure you have everything
- Recap and ask:
    - Is there anything else I should know?
    - Is there anyone else I should speak to?

Final phase Report / Recommendation(s)

- Make your recommendation(s)
- Complete the Investigation Report
- Communicate your findings