

Stage One : Receipt of the Complaint

Step 1 : Receive and acknowledge receipt of the complaint
Step 2 : Meet and talk to the complainant to explore options for formal and informal resolution
Step 3 : Informal mechanism
Step 4 : Formal mechanism
Step 5 : Respondent and response

Stage Two : Planning Carefully

Step 6 : Prepare the file
Step 7 : Consideration

Stage Three : Interviews

Step 8 : Prepare an interview plan for the hearing: Complainant, Witnesses and Respondent.
Step 9 : Assess the completeness of the information collected.

Stage Four : Reasoning

Step 10 : Analyse and assess the information gathered during the inquiry.
Step 11 : Create a timeline to help establish the sequence of events related to the complaints.
Step 12 : Compare similarities and differences within each of the statements made by interviewees.

Stage Six: Report

Step 15 : Writing the Report

Stage Five : Finding and Recommendation

Step 13 : Finding
Step 14 : Recommendations