

I.

Assessing if an Investigation is
always the right option

II.

Understanding, working within
the Investigator's mandate

III.

Securing properly particularized
complaints

IV.

Critical: Developing and updating an investigation plan

V.

Securing meaningful and relevant
input from necessary
interviewees (*i.e. complainants,
respondents and other
interviewees*)

VI.

Investigations where parties are represented by a bargaining agent

VII.

Effective fact gathering and
effective analysis of evidence

VIII.

Understanding and appropriately
using similar fact evidence

IX.

Maintaining credibility of the
process with all relevant
constituents

X.

Writing effective Investigation Reports

XI.

The critical reporting process:
using the Report and results to
achieve resolutions and finality