

ADMINISTRATIVE INSTRUCTION NO. 237.

RT

EC 2/4

Noted: → JG 5/4

INVESTIGATION OF COMPLAINTS

NB

File

Complaints about individual officers must be investigated by a Senior Officer. Under no circumstances are complaints to be investigated by the Officer concerned. The following procedure will apply:-

1. All substantial complaints covering the conduct or performance of individual officers, whether written or committed to writing by the officer receiving the complaint (who should be an officer in a supervisory position), will be referred to myself or the Deputy Director in the first instance. A Senior Officer will then be nominated to investigate the complaint.
2. The nominated Senior Officer will cause a copy of the written complaint to be immediately forwarded to the officer against whom the complaint has been made. That officer will forward a written response forthwith to the nominated Senior Officer and shall make no contact with the complainant.
3. The nominated Senior Officer will then investigate the complaint by interviewing the officer concerned, the officer in charge of the division, section or facility; the complainant, and make such other enquiries as are considered necessary.
4. The nominated Senior Officer will prepare a report, recommendation and a suggested response to the complaint and discuss it with myself or the Deputy Director.
5. The officer, the subject of the complaint and the officer in charge of the appropriate division, section or facility, will be advised of the outcome of the enquiry and any further action as a consequence of that enquiry.


DIRECTOR

26 March 1982.

DISTRIBUTION: ALL STAFF.