

## **Rationale**

This complaints procedure should be used by; members of the public, parents and any other third party that wishes to make a complaint about the Charity (This is an umbrella title that comprises of; Kairos College, Primary services, Student and Parent Support, and any other present and future subsidiary businesses that are part of the the Breakthrough Transformation Trust Limited company) or an individual's actions that have taken place on behalf of the Charity. The procedure is designed to encourage the informal resolution of potential problems and to allow restorative solutions to be implemented as early as possible in potential areas of disagreement.

### **Points to consider:**

- 1.1 Parents / carers, students and members of the wider community should feel that there are clear and open lines of communication and that concerns or complaints are dealt with effectively and efficiently by the Senior Management Team (SMT) and Trustees.
- 1.2. Questions and concerns may arise from time to time and the Charity will endeavor to act promptly, sensitively and appropriately to resolve matters which may arise. However, there may be times when individuals consider that their concerns have not been dealt with as properly as they may wish and they may choose to make a complaint. This policy sets out how complaints can be made and how the person making the complaint can expect it to be dealt with.
- 1.3. The policy is the Charity's complaints policy.<sup>1</sup> It aims to:
  - 1.3.1. Provide a transparent and straight forward process for dealing with complaints, both formally and informally;
  - 1.3.2. Encourage the resolution of problems by informal means wherever possible;
  - 1.3.3. Ensure that all those who complain are treated fairly, consistently, efficiently and effectively;
  - 1.3.4. Ensure that complaints are dealt with within a given period of time;
  - 1.3.5. Provide a structured process if complaints need to be taken further;
  - 1.3.6. Use information from complaints to improve our service; and
  - 1.3.7. Deal with complaints sensitively, impartially and in confidence;

## **2. What is a complaint?**

- 2.1. A complaint is a verbal or written expression of dissatisfaction.
- 2.2. A complaint is not:
  - 2.2.1. A request for or the submission of information;
  - 2.2.2. A question about a policy or procedure;
  - 2.2.3. A report about an incident; or
  - 2.2.4. Other similar circumstances.
- 2.3. The Charity recognises that concerns equally require attention and that by paying such attention concerns may be effectively dealt with and not escalate into complaints. Concerns will be dealt with informally and not through the stages of the complaints procedure.
- 2.4. There are certain complaints that may fall outside the remit of this complaints procedure, for example, staff grievances or disciplinary procedure. On receipt of any complaint the Charity will advise whether it can be dealt with under this complaints procedure and if not how it can be dealt with and under what other procedure.
- 2.5. Students should speak initially to a trusted member of staff for any worries or concerns about any aspect of their education. If they have any other concerns, or they are unable or feel unable to speak to a member of staff, then they should speak to a member of SMT, but they may then pursue a complaint according to the procedure below.
- 2.6. If members of the public or wider community have any concerns regarding any issues associated with the Charity they should contact a member of the SMT if they wish to pursue any matter as a complaint they may do so according to the procedure below and beginning at Stage One.
- 2.7. Concerns and complaints may equally be considered under the procedures set out in Appendix A and referring to dealing with persistent or vexatious complaints or harassment.

## **3. Complaints procedure**

- 3.1. The following stages describe what procedures parents / carers / third party persons should follow when making a complaint.
- 3.2. At each stage the person/s investigating the complaint will make sure that they:
  - 3.2.1. Establish what has happened so far, and who has been involved;
  - 3.2.2. Meet/contact the complainant to clarify the nature of the complaint, what remains unresolved and, if appropriate what the complainant feels would put things right; and

3.2.3. Carry out the appropriate investigations and interviews keeping notes throughout.

- 3.3. At each stage in the procedure the Charity will look to ways in which a complaint can be resolved and at each stage in the procedure you may be offered the opportunity to discuss how a resolution might be found through discussion.
- 3.4. The procedure has five stages and for each stage verbal or written complaints to be considered by the following people within the school:

**Stage 1: A member of the Charity's staff;**

**Stage 2: A Senior Member of the Charity's staff;**

**Stage 3: A Director of Breakthrough;**

**Stage 4: SMT/Director/s Committee (CEO Inc.)**

**Stage 5: Trustees.**

- 3.5. It will only be necessary to move to the next stage of the complaints procedure if the complainant is not satisfied with the outcome of the previous stage.
- 3.6. Where the complaints procedure requires the submission of complaints or evidence in writing, or for any response to be sent in writing, and the Charity are aware, or the complainant or their representative makes the Charity aware, that there are sufficient grounds to show an alternative method of communication would be more appropriate then an appropriate alternative will be used.
- 3.7. Each stage refers to a time limit however, where further investigations are necessary, new time limits can be set and the complainant will be notified should this be the case and be given an explanation for the delay.
- 3.8. Complaints should not usually 'leap frog' any of the stages, but it may be necessary, for example, if the complaint is about a member of SMT; in which case it can be considered by the Trustees i.e. at Stage Five, by-passing Stages One to Four.
- 3.9. The Charity is only required to consider complaints that have been received within a reasonable time of the incident being complained about unless there is good and valid reason for the delay. Complaints need to be brought to the Charity's attention as soon as possible as it becomes increasingly difficult to investigate matters with the passage of time particularly, for example, if these investigations require interviews or impartial recollections of what may have been said or done.
- 3.10. If at any time a child protection concern becomes apparent, the child protection process will take precedence over the complaints process which will be halted until the child protection matter is resolved.
- 3.11. If at any time it becomes apparent that there may be criminal proceedings the complaints process will be halted until any such proceedings are complete.

### **3.12. Stage One: Informal – complaint heard by a member of the Charity's staff**

3.12.1. Most concerns can be dealt with quickly and informally by a telephone call, an email or a quick word with the member of staff concerned and without the need for any formal procedure but if a brief discussion does not resolve your concern, or if you do not feel able to speak to a particular staff member, then you should contact:

- Another member of staff;

3.12.2. You must make it clear to the relevant member of staff that you are invoking the complaints procedure.

3.12.3. Informal discussion may be offered to seek an early resolution. In the event that this is unsuccessful the relevant member of staff will respond to your complaint as soon as possible.

3.12.4. When the investigation is complete, the relevant member of staff will write/email/speak to you to explain the outcome of your complaint. This information will be filed.

### **3.13. Stage Two: Formal – complaint heard by a senior member of the Charity's staff**

3.13.1. If you are dissatisfied with the outcome of your complaint after Stage One you may complain (see website for relevant forms) to:

- A member of the SMT.

After you have received the decision from stage one.

3.13.2. Your complaint must make it clear to the relevant member of staff that you are invoking Stage Two of the complaints procedure.

3.13.3. Informal discussion may be offered to seek an early resolution. In the event that this is unsuccessful the relevant member of staff will respond to your complaint as soon as possible.

3.13.4. When the investigation is complete, the relevant member of staff will write/email/speak to you to explain the outcome of your complaint. This information will be filed.

### **3.14. Stage Three: Formal – complaint heard by the Head of Centre**

3.14.1. If you are still dissatisfied with the outcome of your complaint after Stage Two you may complain (see website for relevant forms) to a Director.

3.14.2. Your complaint must make it clear that you have reached Stage Three of the complaints procedure.

- 3.14.3. Informal discussion may be offered to seek an early resolution. In the event that this is unsuccessful, the assigned Director will respond to your complaint as soon as possible.
- 3.14.4. When the investigation is complete, the assigned Director will write/email/speak to you to explain the outcome of your complaint. This information will be filed.

### **3.15. Stage Four: Formal – complaint heard by the full SMT (SMT Committee)**

- 3.15.1. If you are still dissatisfied after Stage Three of the complaints procedure you may complain (see website for relevant forms) to the full SMT.
- 3.15.2. You may also complain to the full SMT by-passing Stages One to Three where your complaint is of a very serious nature. If the full SMT considers the complaint not to be of a very serious nature they will write to you explaining this and refer the complaint to the earlier stages of this procedure.
- 3.15.3. Complaints to the full SMT must be accompanied by any appropriate documentation, and make it clear that you are invoking Stage Four of the complaints procedure.
- 3.15.4. The full SMT will acknowledge your complaint as soon as possible and explain what will be done to investigate it. This information will be filed.
- 3.15.5. Informal discussion may be offered to seek an early resolution. In the event that this is unsuccessful the complaint will be investigated.
- 3.15.6. When the investigation is complete, a representative of full SMT will write/email/speak to you to explain the outcome of your complaint. This will be filled

### **3.16. Stage Five: Formal – complaint heard by the Trustees**

- 3.16.1. If you remain dissatisfied after Stage Four you may complain (see website for relevant forms) to the Trustees.
- 3.16.2. You may also complain to the Chair of the Trustees by-passing Stages One to Four where your complaint is about a member of the SMT/Director,
- 3.16.3. Correspondence for the Chair of the Trustees should be sent to the Secretary to the Trustees whose contact details are listed below.
- 3.16.4. Complaints to the Trustees must be accompanied by any appropriate documentation and make it clear that you are invoking Stage Five of the complaints procedure.
- 3.16.5. The Chair of the Trustees will acknowledge as soon as possible and your complaint will be considered.
- 3.16.6. Informal discussion may be offered to seek an early resolution. In the event that this is unsuccessful the Chair of the Trustees will arrange for a meeting with a Panel of nominated Trustees at which you may be able to explain your complaint. The Panel will consist of at least three people, including one member who is fully independent of the Charity and the complainant. All members should not be directly involved in the matters detailed in the complaint. You are entitled to be accompanied by a friend or other advisor at this meeting.
- 3.16.7. The complaint will be investigated as soon as possible.
- 3.16.8. When the investigation is complete, the Chair of the Trustees, or a member of the Panel will write to you to explain the outcome of your complaint.

## **4. Taking a complaint further**

If you remain dissatisfied after the stages above, you are entitled to refer your complaint to the Board of Trustees through the Chair of the Trustees. Alternatively, to the Local Authority or Commissioning Body. Each will investigate your complaint according to their own procedures.

## **5. Complaints about Trustees**

- 5.1. Complaints against a Trustee should be made (see website for relevant forms) to the Secretary to the Trustees and will be managed by the Chair of the Trustees or, if the complaint is about the Chair of the Trustees then by a combined panel consisting of appropriate delegates from the Local Authority, the Charities Commission, selected members of the SMT and any other relevant third party.
- 5.2. Complaints about Trustees can only be made in respect of their conduct as Trustees and not in any capacity as private individuals outside of the Charity.
- 5.3. The Chair of the Trustees will acknowledge your letter as soon as possible.
- 5.4. Informal discussion may be offered to seek an early resolution. In the event that this is unsuccessful the Chair of the Trustees may offer to meet with you to clarify your concern and to seek further information before embarking on their investigation. You are entitled to be accompanied by a friend or other advisor at this meeting.
- 5.5. The complaint will be investigated as soon as possible.
- 5.6. When the investigation is complete the Chair of the Trustees will write/email/speak to you to explain the outcome of your complaint. This information will be filed.

- 5.7. If you are not satisfied with the Chair of the Trustees response you may request a review of how the complaint was managed. Your request should be in writing and addressed to the Secretary to the Trustees.
- 5.8. A panel of three Trustees will review how your complaint was managed. They will acknowledge your letter as soon as possible days and offer informal discussion to seek an early resolution. In the event that this is unsuccessful the Panel may offer to meet with you to clarify your concern and to seek further information before embarking on their investigation. You are entitled to be accompanied by a friend or other advisor at these meetings.
- 5.9. The Panel will review the complaint as soon as possible. When the review is complete the Chair of the Panel will write to you to explain the outcome of the review. This information will be filed.
- 5.10. In assembling a Panel prior knowledge of an issue does not automatically deem a person ineligible to sit on the Panel however no Trustee may sit on the panel if they have had a prior involvement in the complaint or in the circumstances surrounding it. If there are insufficient impartial Trustees to convene a panel of three Trustees then independent persons from outside of the Charity may be asked to sit and you will be notified of who these persons will be.
- 5.11. If any investigations in respect of complaints about Trustees involve the need to interview students the Charity's Designated Safeguarding Lead will carry out the required investigations and report to the Chair of the Trustees as appropriate.

## **6. Persistent complaints**

- 6.1. If, despite all stages of the procedures having been followed, the complainant remains dissatisfied and tries to reopen the same issue, the Chair of the Trustees will inform them in writing that the procedure has been exhausted and that the matter is now closed. If the complainant continues to pursue the same issue, or if the complainant at any stage in the complaints procedure behaves in a manner that is deemed to be unreasonable, then the Charity may consider whether the complaint is persistent or vexatious or if the complainant's actions are a form of harassment. If they consider any of these to be the case they will act in accordance with Appendix A attached and referring to such complaints and behaviour.
- 6.2. Concerns or any other issues which do not become complaints but are continually pursued, or with behaviour in a manner deemed to be unreasonable, will be considered in the same context as persistent and vexatious complaints and harassment if the Charity consider it appropriate and in such a case they will act in accordance with Appendix A.

## **7. Contact details**

Secretary to the Trustees  
Breakthrough  
Transformation Trust  
Cannamore Farm  
Avonwick  
South Brent  
Devon  
TQ10 9HA

Chair of Trustees / Secretary to SMT / Director  
Breakthrough Transformation Trust  
Cannamore Farm  
Avonwick  
South Brent  
Devon  
TQ10 9HA

## Appendix A **Dealing with Persistent or Vexatious Complaints or Harassment**

### **1. Introduction**

- 1.1. The SMT and staff deal with specific complaints as part of their day-to-day management of the Charity in accordance with the Charity's complaints procedure as outlined in the main body of this policy.
- 1.2. The majority of complaints are handled in an informal manner and are resolved quickly, sensitively and to the satisfaction of the complainant. However, there are occasions when complainants behave in an unreasonable manner when raising and/or pursuing either concerns or complaints. The consequences are that the actions of the complainants begin to impact negatively on the day-to-day running of the Charity as well as directly or indirectly on the overall well-being of the students or staff in the Charity. In these exceptional circumstances the Charity may take action in accordance with this policy and the procedure set out below.
- 1.3. At all times the Charity aims to:
  - 1.3.1. Uphold the standards of courtesy and reasonableness that should characterise all communication between the Charity and persons who wish to express a concern or pursue a complaint;
  - 1.3.2. Support the well-being of students, staff and everyone else who has legitimate interest in the work of the Charity, including volunteers, Trustees and parents/carers;
  - 1.3.3. Deal fairly, honestly, openly and transparently with those who make persistent or vexatious complaints and those who harass members of staff.<sup>2</sup>

### **2. Complainants' expectations of the Charity**

In accordance with the Charity's complaints procedure persons who raise either informal concerns or formal complaints with the Charity can expect the Charity to:

- 2.1. Communicate how and when concerns can be raised and complaints can be made and the Charity's procedure for dealing with these;
- 2.2. Respond, with courtesy and respect, within a reasonable time, and in accordance with the Charity's complaints procedure or if there is any delay to communicate this, to explain the delay and to set out a revised time table for dealing with the matter;
- 2.3. Be available for consultation within reasonable time limits bearing in mind the needs of the students within the Charity and the nature of the complaint;
- 2.4. Try to resolve problems using reasonable means, and in line with the Charity's complaints procedure and other policies and practice, keeping complainants informed of progress towards a resolution of the issues raised.

<sup>2</sup> For the purposes of this appendix staff may include volunteers, Trustees and everyone else who has a legitimate interest in the work of the Charity

### 3. The Charity's expectations of Complainants'

The Charity expects persons who wish to raise either informal concerns or formal complaints with the School to:

- 3.1. Treat all Charity staff with courtesy and respect;
- 3.2. Respect the needs and well-being of students and staff in the Charity;
- 3.3. Avoid any use, or threatened use, of violence to people or property;
- 3.4. Avoid any aggression or verbal abuse;
- 3.5. Recognise the time constraints under which members of staff in the Charity's work and allow the Charity a reasonable time to respond;
- 3.6. Recognise that resolving a specific problem can sometimes take some time;
- 3.7. Follow the Charity's complaints procedure above.

#### 4. Who is a Persistent or Vexatious Complainant?

4.1. For the purpose of this policy, a persistent or vexatious complainant is any person:

- 4.1.1. Who complains, repeatedly complains or frequently raises issues, either formally or informally, that the complainant considers to be within the remit of the Charity; or
- 4.1.2. Who persists in pursuing a complaint where the Charity's complaints procedure has been fully and properly implemented and exhausted at all stages;
- 4.1.3. Whose behaviour is unreasonable.

4.2. Such unreasonable behaviour may be characterised by, but not be limited to, any of the following:

- 4.2.1. Actions which are obsessive, persistent, harassing, malicious, prolific or repetitious;
- 4.2.2. Prolific or excessive correspondence, e-mail or telephone contact about a concern or complaint;
- 4.2.3. Excessive and unreasonable use of Freedom of Information requests;
- 4.2.4. An insistence upon pursuing trivial or insubstantial complaints and/or expecting unrealistic or unreasonable outcomes;
- 4.2.5. Changing the substance of a complaint or continually raising further concerns, questions or new issues (but not new complaints) upon receipt of a response;
- 4.2.6. An insistence upon pursuing complaints in an unreasonable manner;
- 4.2.7. An insistence on only dealing with a Director or Chair of the Trustees irrespective of the issue and the level of delegation in the Charity to deal with such matters;
- 4.2.8. An insistence upon repeatedly pursuing a complaint when the outcome is not satisfactory to the complainant but cannot be changed, for example, if the desired outcome is beyond the remit of the Charity because it is unlawful.

4.3. For the purpose of this policy, harassment is, but is not limited to, the unreasonable pursuit of such actions as in 4.2 above and in such a way that they:

- 4.3.1. Appear to be targeted over a period of time on one or more members of staff; or
- 4.3.2. Cause ongoing distress to individual members of staff; or
- 4.3.3. Have a significant adverse effect on the whole or any part of the Charity community; or
- 4.3.4. Are pursued in a manner which can be perceived as intimidating, bullying, oppressive or aggressive by the recipient. This could include situations where persistent demands and criticisms, whilst not particularly taxing or serious when viewed in isolation, have the cumulative effect over time of undermining confidence, well-being and health.

## **5. The Charity's actions in cases of Persistent or Vexatious Complaints or Harassment**

### **Duty of Care**

- 5.1. The Charity has a duty of care to its students and staff. All members of the Charity's community have the right to work free from abuse, humiliation, harassment, and bullying and the right to feel safe and valued. As much as the Charity will not tolerate this behaviour from those within its own community neither will it tolerate the same from persons raising concerns or making complaints.
- 5.2. In so far as all concerns and complaints will refer to Charity matters complainants must not raise any concern or make any complaint to staff or members of the Charity's community whilst they are outside of the Charity and acting in their capacity as private individuals.
- 5.3. No proceedings in respect of persistent or vexatious complaints or harassment will reflect or impact upon any of the complainants children in the Charity.

### **Police & other Agencies**

- 5.4. Where aggressive or threatening behaviour is displayed or physical assault has taken place the Charity reserves the right to refer to the Police. The Charity may, if the circumstances so require, contact other relevant agencies in order to comply with their safeguarding duties. This action will be taken, if required, irrespective of the procedures below.

### **General procedures**

- 5.5. On the basis of evidence to justify their decision the SMT<sup>3</sup> may deem a complaint persistent or vexatious or a person a persistent complainant.
- 5.6. The SMT will inform the complainant that their behaviour is considered to be becoming unreasonable and unacceptable and, if it is not modified, action may be taken in accordance with this policy. This may be verbally (followed up in writing<sup>4</sup>) or in writing.
- 5.7. If the behaviour is not modified some or all of the following actions may be taken, as necessary, having regard to the nature of the complainant's behaviour and the effect of this on the Charity and its community:
  - 5.7.1. Inform the complainant that their behaviour is now considered by the Charity to be unreasonable and unacceptable and, therefore, to fall under the terms of this policy;
  - 5.7.2. Require, except in emergencies, all meetings with a member of staff to be conducted only in the presence of a second person and that notes of meetings be taken;
  - 5.7.3. Require, except in emergencies, all routine communication between the complainant and the Charity be by letter only and to the Charity's address;
  - 5.7.4. Acknowledge, but not respond to, correspondence from the complainant that raises concerns or makes complaints about issues that have already been dealt with through the Charity's complaints procedures and the procedure duly exhausted;
  - 5.7.5. In the case of physical, or verbal aggression, and after taking advice if required, consider warning the complainant about being banned from the Charity site; or, if the circumstances so require, proceed straight to a temporary ban;
  - 5.7.6. Consider taking advice on pursuing a case under Anti-Harassment legislation and act on that advice;
  - 5.7.7. Consider taking advice about putting in place a specific procedure for dealing with complaints from the complainant, e.g. appointing a third party to act on behalf of the Charity to investigate, determine whether or not the concern or complaint is reasonable or vexatious and then advise the SMT accordingly.
- 5.8. The SMT will inform the Chair of Trustees of any action or actions he proposes to take under this procedure. The SMT will inform the complainant, either verbally (and followed up in writing), or in writing, of what action or actions they are taking, explain their decision and explain the way that future complaints will be dealt with.
- 5.9. Any restrictions imposed should be appropriate and proportionate. Recordings
- 5.10. Recordings of meetings or telephone conversations, either in writing or sound recordings, should only occur when all parties have agreed to the recording. Circulation of such recordings to third parties without the prior knowledge and consent of other parties involved constitutes a breach of confidence.

<sup>3</sup> Or in the absence of a Director or other member of the Senior Management Team who is at that time in charge of the Charity

<sup>4</sup> Email or emailed correspondence will be regarded as informing in writing

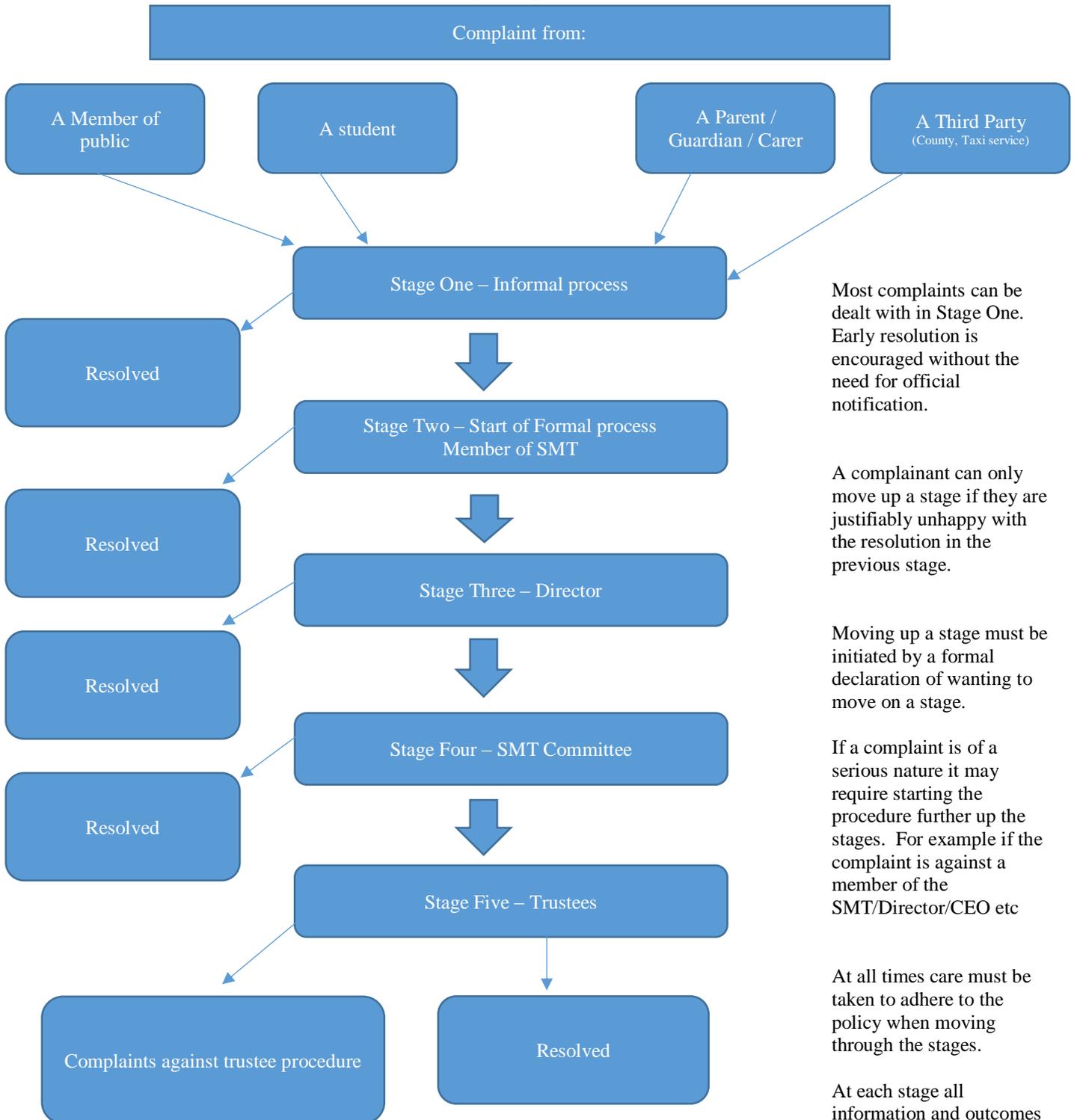
### **Removing or reinstating restrictions**

- 5.11. Any action taken under the general procedure above may remain in force for such time as the SMT sees fit bearing in mind all of the circumstances giving rise to that action however this should be for no longer than is necessary. The complainant may apply to the SMT to request a review of when any restriction may be lifted.
- 5.12. If a complainant's persistent complaining or harassing behaviour is modified but is then resumed at a later date, within a reasonable period of time, the Charity may resume the process identified above at an appropriate level.
- 5.13. The SMT will inform the Chair of Trustees if a restriction is not lifted after more than one term or if any restriction has been reinstated.

### **New complaints**

- 5.14. Legitimate new complaints will be considered even if the person making them is, or has been, subject to any part of this procedure however due regard will be had to the nature of the complaint and all other circumstances as set out in sections 4 and 5 above in determining how the complaint will be dealt with.

**Complaints procedure flow chart**



Most complaints can be dealt with in Stage One. Early resolution is encouraged without the need for official notification.

A complainant can only move up a stage if they are justifiably unhappy with the resolution in the previous stage.

Moving up a stage must be initiated by a formal declaration of wanting to move on a stage.

If a complaint is of a serious nature it may require starting the procedure further up the stages. For example if the complaint is against a member of the SMT/Director/CEO etc

At all times care must be taken to adhere to the policy when moving through the stages.

At each stage all information and outcomes will be filled for evidence.

Form COMPST2

Name:		Date:	
		Date of complaint /incident	

Reason or moving to Stage two from Stage One:

**Nature of complaint** (please explain using factual comments (dates, times, people involved etc)):  
 (Please attach any additional information on a separate sheet)

Person/s involved:

Member of staff		Member of SMT		Student		Third party		Other	
Please specify									

Please explain the action that you have tried to resolve the issue (please attach any additional information on a separate sheet):

**Office use only:**

Brief description of investigation findings (please attach any necessary evidence/findings):

Investigated by: Name: \_\_\_\_\_ Signed: \_\_\_\_\_

Form COMPST3

Name:		Date:	
		Date of complaint /incident	

Reason or moving to Stage Three from Stage Two:

Write a summary of the nature of the complaint (refer to COMPST2 if necessary):

Person/s involved:

Member of staff		Member of SMT		Student		Third party		Other	
Please specify									

Please explain the action that you have tried to resolve the issue (please attach any additional information on a separate sheet):

**Office use only:**

Brief description of investigation findings (please attach any necessary evidence/findings):

Investigated by: Name: \_\_\_\_\_ Signed: \_\_\_\_\_

Form COMPST4

Name:		Date:	
		Date of complaint /incident	

Reason or moving to Stage Four from Stage Three:

Write a summary of the nature of the complaint (refer to COMPST2/3 if necessary):

Person/s involved:

Member of staff		Member of SMT		Student		Third party		Other	
Please specify									

Please explain the action that you have tried to resolve the issue (please attach any additional information on a separate sheet):

**Office use only:**

Brief description of investigation findings (please attach any necessary evidence/findings):

Investigated by: Name: \_\_\_\_\_ Signed: \_\_\_\_\_

Form COMPST5

Name:		Date:	
		Date of complaint /incident	

Reason or moving to Stage Five from Stage Four:

Write a summary of the nature of the complaint (refer to COMPST2/3/4 if necessary):

Person/s involved:

Member of staff		Member of SMT		Student		Third party		Other	
Please specify									

Please explain the action that you have tried to resolve the issue (please attach any additional information on a separate sheet):

**Office use only:**

Brief description of investigation findings (please attach any necessary evidence/findings):

Investigated by: Name: \_\_\_\_\_ Signed: \_\_\_\_\_

