



Lesson 3.6 Investigation Report Writing

Lesson 3.6 Content

- Purpose of the written investigation report
- Structure, format and style for investigation reports
- Characteristics of a good investigation report

Lesson 3.6 Learning Outcomes

- Explain the purpose of an investigation report
- List the generic structure for investigation reports
- Explain the writing style for investigation reports
- List the characteristics of a good report



Purpose of the Written Report

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- Explore in detail the allegations
- Examine the evidence in depth
- Determine specifically whether misconduct has been committed
- Provide the decision-maker with the evidence needed to decide the matter
- Accurately document the investigation conducted



Report Structure, Format and Style

Basic Report Structure

- Title page
- Table of contents
- Executive summary
- Factual background
- Scope of the investigation
- Evidence considered
- Analysis of the evidence
- Findings of fact
- Conclusion(s)
- Annexes

The Critical Elements

- The factual issue
- The relevant policy
- The evidence
- The analysis
- The conclusion

Executive Summary

- Brief description of the complaint
- Policy/rule at issue
- Investigative mandate
- Ultimate conclusion reached

Factual Background

- Background facts of the allegation(s)/complaint
- Personnel involved
- Location(s) involved
- Relevant activities/actions
- Factual issues to be resolved

Scope of the Investigation

- What was the matter at issue?
- What was the scope of review?
- What interviews were conducted?
- What other evidence was considered?
- What investigative process matters should be noted?

Consider Scope Creep

- What were the initial allegations?
- Did additional allegations come to light during the investigation?
- If so, how should such allegations be addressed?
 - Referred to a separate investigation?
 - Included as part of the subject report?

Analysis of the Evidence

- Review initial allegation(s)/complaint
- Detail the evidence gathered
- Weigh the evidence
 - Identify the relevant facts
 - Identify the irrelevant facts
 - Assess the credibility of disputed facts

Conclusions

- Set out the findings of fact that are needed to reach each required conclusion
- State the conclusion(s) reached with reference to the applicable policy standard
- The investigation will usually result in one of the following three conclusions:
 - “Allegation(s) are substantiated”
 - “Allegation(s) are not substantiated due to insufficient or unclear evidence”
 - “Allegation(s) are not substantiated based on evidence that clears the subject of the complaint and/or establishes a malicious complaint”



Characteristics of a Good Report

What Makes a Good Report?

- **Be clear** – write in short, simple and direct sentences and paragraphs; avoid unnecessary, obscure and confusing terms
- **Be concise** – keep the report as short as possible without sacrificing clarity, completeness or accuracy
- **Be logical** – address each allegation, and each element within each allegation, in turn
- **Be factual** – base all your conclusions on facts not opinion; avoid theories, moral or psychological analysis and speculation
- **Be impartial and fair** – address facts and evidence supporting the Subject of Complaint's position as well as the facts and evidence supporting the allegations
- **Be thorough** – answer all the questions raised in the investigation and the complaint and clearly record or reference all relevant interviews

Lesson Takeaway

- An investigation is only as good as the report of it
- Begin any investigation with a exemplar report outline to serve as a checklist for the investigation
- Frame the investigation and report on the rule or policy at issue
- Begin drafting the report with background, scope, and issue statements early in the investigation
- Document the factual, timely, and thorough investigation in a clear, complete and concise report



Questions?



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Scenario

Granny is 53 years old and lives with her daughter, Mannie, and her 14-year-old granddaughter, Sissie, in a village not far from the peacekeepers' camp. Granny and Mannie go to the field every day to farm, leaving Sissie and the other young children at home. One evening Granny finds Mannie beating Sissie. Mannie explains that Sissie came home with money, candy and a tin of fish, and refuses to say where she got the money and food. The next day, Granny speaks to Sissie who then admits that, during the day, she and several of the other young girls go to the bushy part behind the peacekeeper's camp. The peacekeepers cannot leave their camp, so they talk to the peacekeepers over the fence. The peacekeepers ask the girls to lift their shirts and skirts, and to take off their panties. The peacekeepers then take photos with their mobile phones of the girls' nude breasts, buttocks and private parts. In exchange, the peacekeepers throw money and food over the fence to the girls.

Discussion Points

- As your contingents NIO you have been assigned to investigate this incident
- Based on the information in the scenario:
 - Identify the SEA related misconduct
 - Identify the key elements to address during your investigation
 - Identify the lines of enquiry and sources of evidence
 - Identify specific challenges you may encounter during your investigation
 - Identify any other forms of possible misconduct