

TOOLKIT RESOURCE #18

A Checklist for Investigating Harassment Complaints

INVESTIGATE

- Obtain and review the company's harassment policy
- Understand human rights laws
- Review the complaint carefully
- Make a list of the people involved so you can interview them
- Determine an appropriate location for the interviews
- Review any personnel files or records of the individuals involved
- Prepare a list of questions you would like to ask the individuals involved

INTERVIEW

- Meet separately with all the people involved
- Gather details about the incident (what was said and done? what was the cause?)
- Is there any history of conflict between the parties involved?
- What is the personal and professional relationship between the parties involved?
- Interview all relevant witnesses (ask their reactions to the event)
- Keep detailed notes of all interviews
- Don't be swayed by the emotions of the parties – maintain your objectivity
- Review all documents, emails, and memorandums
- Is there any physical evidence of the incident?
- Have you visited the location of the alleged harassment?
- Prepare a report about the investigation and present it to management

TAKE ACTION

- Management should decide on the discipline, if any
- Communicate the results of the investigation to each individual separately
- Discipline should be appropriate to the severity of the harassment
- Offer training or counseling to the individuals involved (if necessary)
- Talk to the complainant to find out how you can repair the situation
- Encourage the complainant to report any retaliation or further harassment
- Remind all individuals about the company's harassment policy
- Monitor the situation to ensure further harassment is not occurring
- Keep all information and files related to the incident
- Follow up periodically with the complainant to check for further harassment