

# **Bond Solon: Process, Procedure and Information Gathering in Complaints Handling and Investigations**

## **Programme Outline**

9.00am		Registration	
9.30am	-	1.00pm	Morning session
			Introduction
(Break 11:00am – 11.15am)			Handling Complaints Investigations – Procedure Collecting and continuity of evidence
			Types of evidence
			Facts and assumptions
			Case analysis
			Case study 1 - Case analysis
1.00pm	-	2.00pm	Lunch
2.00pm	-	5.00pm	Afternoon session
			Best practice in note taking
			Case Study 2 - Note taking exercise
(Break 3:00pm – 3.15pm)			Human Rights
			Confidentiality, access to records, data protection
			Cross-examination to reinforce importance of note taking
			Human factors in complaint investigation
			Feedback and close