



PROACTIVE
COMPLAINTS
MANAGEMENT

TRAINING • COACHING • CASE MANAGEMENT

Investigation Handout - Role of Support Person

This handout is to assist staff members who are involved in an investigation interview to brief their support person on the role of a support person in an investigation.

It is important that a Support person clearly understands their role in the investigation.

The role of the Support Person:

A Support Person is not to advocate or speak on behalf of a staff member involved in an investigation.

A Support Person's role is to only offer support.

The Support person can:

- Ask for time out for the staff member being interviewed;
- Provide moral support during the investigation

The Support role cannot:

- Speak on behalf of the staff member;
- Advocate on their behalf; or
- Be a witness in the investigation as this can corrupt evidence being given

A support person is a person of the staff member's choosing e.g.:

- A fellow employee;
- An advisor e.g. Union representative; or
- A friend;

It is preferable when choosing a support person to not bring a person from the same area of work (wherever possible), or where a staff member has been involved in events leading up to the allegation, as this may hinder the investigation if they are later named as a witness and are required to attend an interview.

A support person is bound by the same confidentiality requirements as anyone else involved the investigation and cannot discuss the issues raised with anyone else.

When using a support person it is a requirement that the staff member advise the investigator they will have someone accompany them to the investigation interview as a support person. This includes providing their name and their relationship to the staff member, e.g. advisor, employee etc.