***Steps in Conducting an Investigation***

**Step 1 - Meet with the Complainant or Alleged Victim:**

* Gather all the facts, including desired remedies
* Ask questions based on issues, bases, and applicable theory of discrimination
* Discuss confidentiality
* Explain the process
* Remind employee that retaliation is prohibited
* Listen!
* Document the interview in detail
* Stop the behavior

**Step 2 - Preparing for the Investigation:**

* Decide who to interview and in which order
* Outline Key Questions
* Decide who should conduct the interviews
* Consider needed documents
* Consider consulting an attorney

How to ask Good Questions

* Basic Tips
* Avoid leading questions
* Set up the question
* Be sure to listen to each answer
* Prepare questions before your interview

**Step 3 - Conduct Interviews and Collect Documents:**

* Complete interviews promptly
* Discuss and uphold confidentiality
* Reiterate policy and explain process
* Begin with open-ended questions
* Remain neutral
* Give a rebuttal opportunity (to key parties)

**Step 4 - Complete Final Report:**

* Review all facts
* Document interviews and all actions in detail
* Decide if policy violation occurred
* Craft recommendation

Evaluating Evidence

* Determine & examine quality of evidence
* Who did what to whom, when and why
* Determine and examine types of evidence
* Direct
* Comparative
* Statistical

**Step 5 - Take Next Steps:**

* Implement and document appropriate actions, including discipline
* Involve key parties
* Consider training and/or mediation
* Ensure no retaliation
* Follow Up!