



Shahph Puma Sports Club

[www.shahphpuma.com](http://www.shahphpuma.com)

**SPSC- Serious Occurrence Review and Resolution Process**

**INVESTIGATION PROCESS**

Step 1	Receiving the Official Complaint
Step 2	Notify the Executive Director Immediately
Step 3	Planning the Investigation
Step 4	Conducting the Interviews/Gathering of Evidence
Step 5	Analyzing the Information and Evidence Gathered
Step 6	Documenting the Investigation
Step 7	Complete the Investigation Report

**STEPS IN PLANNING**

Identify the Allegations		Select the means
Step 1	The specific issue	Documents/Tools/Report
Step 2	Applicable corporate policies	Interviews
Step 3	Applicable contract(s)	Confidentiality – location
Step 4	Applicable collective agreement – N/A	Other
Step 5	Applicable legislation	Municipal/Provincial/Federal

**FUNNEL APPROACH (The Pyramid)**

Open Phase	Meeting the Plaintiff	<ul style="list-style-type: none"> <li>▪ Learn all relevant evidence</li> <li>▪ Ask open-ended questions</li> <li>▪ Ask: Who? What? Where? How? Why?</li> </ul>
Clarification Phase	If required	<ul style="list-style-type: none"> <li>▪ Get clarification of details</li> </ul>
Pinning Down Phase	Closing the Door	<ul style="list-style-type: none"> <li>▪ Make sure you have everything</li> <li>▪ Recap and ask:               <ul style="list-style-type: none"> <li>- Is there anything else I should know?</li> <li>- Is there anyone else I should speak to?</li> </ul> </li> </ul>
Final Phase	Report Recommendation(s)	<ul style="list-style-type: none"> <li>▪ Make your recommendation(s)</li> <li>▪ Complete the Investigation Report</li> <li>▪ Communicate your findings</li> </ul>

**FINDINGS WORKSHEET**

	ALLEGATIONS	EVIDENCE	REASONING	SUBSTANTIATED
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1				Yes	No
2				Yes	No
3				Yes	No
4				Yes	No