

[insert name]
[insert job title]
[insert how letter sent]

[insert date]

Re: Official-Sensitive: Invitation to a Complaint Investigation Meeting

Dear [insert first name],

The purpose of this letter is to notify you that UKRI is investigating a complaint raised by someone in our external community. I have been appointed as investigator. You have been identified as having information relevant to the complaint issues raised so I would like to invite you to attend a meeting to discuss this further. A meeting has been arranged as follows:

Date	
Time	<i>Investigator to insert details in this table and book in staff member's diary as 'Private' appointment</i>
Location (In-person or virtual meeting details)	

I would specifically like to discuss the following elements of the complaint:

1. [insert numbered list of complaint elements relevant to the witness being contacted]

Please bring or share any evidence (i.e. information or documentation) that you think might assist with the investigation. Please be assured that this will not be the only opportunity to submit evidence, and you will still have the opportunity to do so after the meeting has taken place.

Please note that this meeting is a fact-finding exercise. We need your assistance to establish, as best we can, the facts surrounding the issues raised in the complaint. Any information you share will be treated as confidential insofar as possible and may help us establish what happened and any recommendations for improvement (if required).

Summary notes will be taken during the meeting, and following the meeting, these will be provided to you to check (and confirm) that they accurately represent the matters discussed. Beyond these notes, the meeting will not be recorded digitally or electronically. Please do not record the meeting and ensure that no recording devices (mobile phones, Dictaphones, etc.) are used during the meeting. As this matter is currently under investigation, it is essential that it is kept confidential unless there is a need to seek relevant information from other colleagues to help inform the investigation.

If you wish, you may be accompanied by a colleague or a trade union representative at this meeting. Additionally, please advise us if any reasonable adjustments are required to support you in participating.

Please confirm your attendance by email, advising whether or not you will be accompanied and, if so, by whom. If you are unable to attend, please inform me by email as soon as possible so that I can rearrange it. If you need this information in a different format for accessibility reasons, please do not hesitate to contact me.



If you have any questions or concerns about the complaint issue(s) to be discussed prior to the meeting, please contact me. Concerns about the complaints or investigation processes, either before or after the meeting, can be raised to me directly or via complaints@ukri.org.

If you would like to access the Employee Assistance Programme provided by PAM Wellness, please do so as follow:

- Free 24-hour helpline: [REDACTED]
- Health Assured portal: <https://pam-assist.co.uk/>
- Organisation Code: [REDACTED]

UKRI also has a [UKRI Wellbeing Ambassador Network](#) which is available to employees.

Thank you for your assistance and I look forward to hearing from you.

Yours sincerely,

[Name]

[Title] – Investigator

[email address]