

### Complaint Investigation Meeting notes

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| <b>Complaints case reference number</b>                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Employee name and job title</b>                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Employee accompaniment or representative name (if applicable)</b> | Specify whether this is a colleague (including job title) or Trade Union representative.                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Investigating Manager name and job title</b>                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Note-taker name and job title, if used</b>                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Meeting held under relevant policy or guidance (?)</b>            | UKRI Complaints Handling Procedure [ <a href="#">Complaints Source page</a> ]                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Summary/purpose of meeting</b>                                    | The purpose of an investigation is to gather evidence and undertake the necessary fact-finding to investigate the complaint and determine the findings fairly and thoroughly.                                                                                                                                                                                                                                                                                                 |
| <b>Date of meeting</b>                                               | DAY MONTH YEAR                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Venue</b>                                                         | Virtual, via zoom <add zoom link>                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Start time</b>                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>End time</b>                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Break periods (if applicable)</b>                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Other</b>                                                         | <ol style="list-style-type: none"> <li>1) These notes are intended to be a clear reflection of the meeting and are not verbatim.</li> <li>2) The notes will be shared for review following the meeting, and if disagreement is not received in the timescale set out this will be considered an acceptance of the accuracy of the notes.</li> <li>3) If the notes are required in a different format due to accessibility issues, please contact the investigator.</li> </ol> |

### Introduction

1. The Investigator introduces themselves and confirms they have been appointed to conduct this investigation as an independent UKRI employee.
2. The Investigator introduces the note-taker (if applicable), confirms their role at the meeting and runs through the information in the table above.
3. All attendees are reminded that information regarding this meeting and the full process must be treated in confidence. Recordings are not permitted.
4. The Investigator confirms that any information shared will be treated as confidential insofar as possible and will be used as evidence to consider the concerns raised by the complainant.
5. The Investigator summarises the specific complaint issues for discussion and offers the individual an opportunity to ask any questions before the main discussion begins.

**Main discussion points**

- 6. XX
- 7. XX
- 8. XX
- 9. XX

**Conclusion**

- 10. The Investigator offers an opportunity to suggest any other colleagues or evidence that the employee would like the Investigator to refer to during the investigation process.
- 11. The Investigator checks whether the individual has any further queries or points to add.
- 12. The Investigator summarises next steps and the support available to the witness or employee (e.g. EAP).
- 13. The investigator confirms the meeting notes (for review) will be sent out within 5 working days via email. Comments can be added prior to confirming them with the investigator using tracked changes/comments.
- 14. The Investigator thanks everyone for attending and confirms the meeting is closed.

**End of notes**

**Action points:**

| Item number | Person responsible | Detail |
|-------------|--------------------|--------|
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