

HOW TO ...

Carry out a formal investigation

There are a number of situations that may arise onboard that will require investigation e.g.

- Alleged breach of the code of conduct
- Formal or Informal onboard complaint
- Alleged Bullying and / or harassment
- AWARE report

In these situations, it is very important to fully and objectively investigate the facts, not to jump to any conclusions and to record any supporting evidence.

There are many forms of supporting evidence. Sometimes this evidence will provide facts, sometimes it may provide reasonable grounds to believe an allegation e.g.

- Security reports
- Witness Statements
- CCTV
- Images
- Specific information related to the incident e.g.
 - Gangway log
 - Door log
 - Cabin inspection paperwork
 - Overtime sheets
 - Verbal counsel
 - Previous investigations / warning paperwork
 - Time and Attendance data
 - Emails
 - Social Media posts

When carrying out a formal investigation onboard, complete the investigation report to summarise all actions, findings, conclusion and the outcome of the investigation.