

PRAESIDIUM

Preparing for an Internal Investigation

Having internal investigation procedures demonstrates your commitment to your mission and builds trust with employees, consumers, insurers, and funders. A strategic and consistent approach helps prevent future incidents.



01

Determine methods for the organization to receive concerns.

- Clearly outline how employees and volunteers can report concerns
- Consider offering an anonymous internal reporting method.
- Provide clear instructions and documentation for reporting incidents, including necessary details and submission procedures.

02

Identify who will conduct internal investigations.

- Investigations should be conducted by someone outside the involved program, such as Human Resources or leadership with abuse prevention knowledge.
- Investigators must maintain confidentiality, clearly communicate their role, and receive proper training for internal investigations.

03

Begin the internal investigation.

- Begin an internal investigation after consulting with external authorities, and pause if a crime is suspected until authorities respond.
- Collect all relevant information, including reports, personnel files, documentation, training, and video footage.
- Interview key individuals, but avoid re-interviewing youth victims or accused.
- Review policies and training related to the incident.

04

Examine the information.

- Analyze why the situation occurred by assessing training, supervision, policies, screening, and the effectiveness of reporting methods.
- Identify and outline all factors, including minor ones, that contributed to the situation.

05

Identify corrective actions.

- What recommendations could be made that would prevent this action from happening again?
- What resources does your organization need to implement the best practices identified?
- How will the organization implement and measure compliance?

06

Complete a written report with the findings and corrective actions recommended.

07

Implement the necessary solutions.

- Identify a responsible person for implementation and troubleshooting during early adoption.
- Ensure they can adjust the solution if issues arise after starting.
- This person will help transition from gaps to best practices.