

Roles and responsibilities

Here are the roles and responsibilities during a Complaints process



DECISION-MAKER Moderator MGL

The decision-maker is kept at an “arm’s length” distance from the investigative process in order to maintain a sense of independence and avoid any potential conflict of interest.



COMPLAINANT SUPPORT PERSON

This is someone who can be informed of the process which is happening and is best positioned to care for the needs of the person making the complaint. In the case of a child it may be a parent or counsellor. An adult complainant may have their own support person, but it is the responsibility of the PSU to make sure they have one.



INVESTIGATIVE OFFICER MGL Safeguarding Coordinator

The investigative officer coordinates the investigation process. A report is produced for the Moderator. The SC will draw upon the expertise of the other members of the PSU, and they may outsource the investigation to another professional group, e.g. if there is a conflict of interest between the investigator and any parties involved.



RESPONDENT SUPPORT PERSON

This should be someone close to them and accessible. The person will need to be briefed of the process, but they cannot be informed of the facts or findings coming from the complaint or any investigation. They simply know that the respondent is undergoing a process and they support the respondent through the process.