

Please fill in all sections of this form

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**Investigation timeline template**

You may find a timeline helpful to plan your safe practice investigation and record your  
activities accurately.

Keeping an accurate record means you have essential evidence to show you followed the procedure properly. This is essential if there’s an appeal after the investigation.

And by keeping an accurate record you’ll find it easier to complete your investigation report to share with HQ and the country/region leads. There’s more information about report writing in the report writing section of [the toolkit](https://www.girlguiding.org.uk/making-guiding-happen/policies/complaints-policy/investigation-procedure/investigators-toolkit/).

Remember to give the relevant HQ team and the country/regions leads updates throughout the investigation process. Usually this should happen every two weeks.

|  |  |
| --- | --- |
| Safe practice team | Complaints and Compliance  Safeguarding |
| Member of HQ staff overseeing the case | Type here |
| Case reference number | Type here |
| Investigator’s name | Type here |
| Investigator’s Girlguiding role (for example county commissioner for…) | Type here |
| Investigator’s membership number | Type here |
| Case summary | Type here |

**Who is involved with the investigation?**

List the details of everyone who was involved with the investigation. This may include parent, carers, complainants, volunteers or commissioners for example.

|  |  |  |
| --- | --- | --- |
| Initials of person involved | Name  (and membership number if relevant) | How is person involved with the investigation  (for example, the complainant or subject of investigation)? |
| Type here | Type here | Type here |
| Type here | Type here | Type here |
| Type here | Type here | Type here |
| Type here | Type here | Type here |
| Type here | Type here | Type here |
| Type here | Type here | Type here |

**The timeline**

Use this timeline to record all your investigation actions. Please highlight key issues, conversations, meetings or any other actions relevant to the case. Remember to include the initials of the people involved with each action.

Make your notes concise to keep the timeline clear. You can make separate call or meeting notes if you need to record more details. You should share these with HQ and country/region leads when you send over your case updates.

|  |  |  |
| --- | --- | --- |
| Date | How was contact made?  (For example, phone call from AB to HQ) | Action taken  Give a brief summary of actions taken in the investigation, including the initials and details of everyone involved. |
| Type here | Type here | Type here |
| Type here | Type here | Type here |
| Type here | Type here | Type here |
| Type here | Type here | Type here |

**Investigation outcome**

Please include the outcome of the investigation and any information you think is relevant to the complaint in the box below.

|  |
| --- |
| Type here |