

Standard Operating Procedure (SOP): Assignment of Investigation Officer or Committee

This SOP details the **assignment of investigation officer or committee** process, including criteria for selecting qualified personnel, defining roles and responsibilities, ensuring impartiality and confidentiality, establishing timelines for investigation, and documenting findings. The procedure aims to facilitate thorough and unbiased investigations, maintain procedural integrity, and provide clear accountability in addressing incidents or concerns within the organization.

1. Purpose

To establish a standardized process for assigning an investigation officer or committee to address incidents, complaints, or concerns in a fair, objective, and confidential manner.

2. Scope

This SOP applies to all departments and personnel involved in investigation processes within the organization.

3. Procedure

1. **Incident Reporting**
 - All incidents requiring investigation must be formally reported to the designated authority (e.g., HR Manager, Compliance Officer).
2. **Assignment Decision**
 - Determine whether a single investigation officer or a committee is appropriate based on the nature, scale, and sensitivity of the matter.
3. **Selection Criteria**
 - Personnel must meet the following criteria:
 - Relevant knowledge, training, or experience in investigations
 - No direct involvement in the incident or parties involved
 - Demonstrated impartiality and integrity
 - Capacity to uphold confidentiality
4. **Assignment Process**
 - Appoint the investigation officer or committee members in writing.
 - Inform all parties concerned of the appointment and provide contact information for queries.
5. **Roles and Responsibilities**
 - Define clear roles (e.g., lead investigator, recording secretary) and responsibilities for each assigned member.
 - Provide guidance on maintaining impartiality, procedural fairness, and confidentiality.
6. **Investigation Timeline**
 - Set a completion date for the investigation, based on case complexity, generally within 30 calendar days.
 - Monitor progress against milestones, with justification for any delays to the assigning authority.
7. **Documentation and Reporting**
 - Document findings, evidence, and recommendations.
 - Submit a formal report to the relevant authority upon completion.
 - Archive all documents securely following the investigation.

4. Impartiality and Confidentiality

- Assigned personnel must sign a conflict of interest and confidentiality agreement before commencing the investigation.
- Any real or perceived conflict must be disclosed immediately and addressed by reassigning duties, if necessary.
- All information related to the case must be handled strictly on a need-to-know basis.

5. Accountability

- Assigned investigation officer or committee is accountable for ensuring a complete, unbiased, and timely investigation.
- Failure to comply with this SOP may result in disciplinary action.

6. Recordkeeping

- All investigation documents must be maintained in secure, access-controlled repositories according to the organization's data retention policy.

7. Review and Updates

- This SOP is to be reviewed annually, or as required, to ensure continued relevance and effectiveness.

8. References

- Organization Policy on Investigations
- Code of Conduct
- Applicable Laws and Regulations