



the complaint to the respondent and the managers of both the complainant and the respondent. The Advisor will also inform these parties of their rights and responsibilities. The Director General, Client Services Bureau, will try to ensure that no more than 90 calendar days elapse between receiving a request for investigation and notifying the complainant and the respondent of the results of the investigation.

2. At the Advisor's initiative and where a conflict is judged to be serious, for example, an alleged assault, the respondent may be moved to a different position within the Department for the duration of the investigation. In most cases, every effort will be made to ensure that the new placement does not pre-judge the outcome of the investigation.

In cases where a person has laid a harassment complaint against his or her supervisor, the reporting relationship may be changed and the complainant may be asked to report to a different supervisor for the duration of the investigation.

If the complainant wishes and the seriousness of the complaint warrants it, the Director General, Client Services Bureau, with the assistance of the Director General, Human Resources Development Bureau, may help the complainant's manager to find a suitable new position for the complainant where possible within the Department.

The complainant *will not* be transferred to a different office or workstation during an investigation if he or she does not want to be. However, if the complainant wishes to be moved, the following principles will be observed:

- each request will be dealt with on a case-by-case, flexible basis;
- every effort will be made to be sensitive to the complainant's situation and need

for stability. The complainant will not be put at a disadvantage by the move;

- while operational requirements are important and should continue to be met, they will not be used as an excuse to do nothing or as a way to obstruct or curtail the resolution process;
- any relocation will be undertaken promptly; and
- every effort will be made to preserve a productive working environment.

It should be noted that the complainant will not remain in the new position if the investigator considers the complaint to have been filed in order to obtain a transfer. Moreover, simply moving the complainant will not be considered a way of resolving the complaint or ending the investigation.

When relocation is not possible and the complainant finds the situation excessively difficult and stressful, he or she will be referred to the Employee Assistance Program and other options will be explored.

3. During the investigation, the assigned investigator will separately interview the complainant and respondent. Both have a duty to co-operate and a further duty to maintain the confidentiality of the investigation. During the interviews, the parties can give the investigator a list of potential witnesses and other persons connected to the conflict. The investigator will then interview these people and any others he or she deems appropriate. The object is to gather evidence to establish whether there is substance to the complaint.

If Canada-based, both the complainant and the respondent can be accompanied at the interview by a person of their choice, such as a union representative, friend, family member or colleague.

It greatly assists the investigation if both parties can provide a record of the incidents being