**Line Manager**

- 2-A: Able to do investigation?
  - Yes: Undertake investigation
  - Note: At this point, the Executive Manager may formally engage the ISU to undertake the investigation
  - No: Refer matter to Executive Manager

**Executive Manager**

- 2-B: Require assistance from the ISU?
  - Yes: Undertake investigation, produce report, send to Director ISU for actioning
  - Note: If means go to (or come from) Flowchart 1, point F
  - No: Develop Engagement Letter

**Director ISU**

- 2-C: Action Engagement Letter
  - Consider knowledge skills, urgency required in support of investigation

- 2-D: Assign work to an Investigator
  - Internal investigator available?
    - Yes: Develop Investigation Brief, identify suitable external investigator
    - No: Obtain quote for work to be done based on engagement letter and brief
  - Engage specialist to work on the investigation, where necessary

**Investigator**

- 2-E: Undertake work in accordance with Engagement Letter and other information
  - Review and approve report
  - Send report to Executive Manager

**Portfolio Business Partner (PBP)**

- 2-G: Assist / advise Executive Manager / Line Manager

**Connector Key**: Each circular process connector has a key structure of x-y, where x is the flowchart page no. and y is the unique point on the page e.g. 1-F means go to (or come from) Flowchart 1, point F.

**s62.3.4**: Line Managers are responsible for investigating complaints of Workplace Bullying promptly, confidentially and impartially.