

FAQ's

Why do I need to bring in specialised investigation expertise when I can just give the investigation to one of my managers?

When an organization is faced with an allegation or suspicion of wrongdoing raised by either a fellow employee, third party or other department, the response must be prompt but well reasoned, as must be the decision on how the matter is to be investigated.

The objective of any investigation is to gather facts so that an organization can make a reasonable and credible determination as to what happened in the situation under investigation. If someone is thought to have been in breach of a policy, guideline or even the law, then a timely, thorough, cost effective and proportionate investigation helps the organization reach a conclusion that is based on the most accurate facts available which, in turn, allows for sound, legal conclusions to be drawn.

The use of *Commissionaires Ottawa* Investigative Services has a number of advantages over those handled internally;

1. Actual and perceived objectivity and independence;
2. Ability to bring specialist expertise to the investigation process;
3. Respect from those subject of the investigation and potential witnesses;
4. Credibility of the final determination; and
5. Confidence in the eyes of those making any allegation that the process has been full and independent

Why choose *Commissionaires Ottawa*?

Commissionaires Ottawa has deservedly earned a reputation for integrity and reliability "*Trusted .Everyday. Everywhere*". We are a well trained diverse team of primarily former military as well as many police personnel of all ages who are entrusted with the safeguarding of people and assets of private, municipal, provincial and federal government clients.

We provide professional investigators with a background in intelligence, domestic and international police investigations and overt and covert military investigations.

Our staff adhere to a stringent code of conduct and are licenced to provide investigative services by the governments of Ontario and Quebec.

How can I be sure that *Commissionaires Ottawa* will keep the data I supply confidential?

Commissionaires Ottawa, as a licensed Provincial Private Investigation Agency and a member of the Council of Private Investigators-Ontario (CPIO), has qualified as an "Investigative Body" pursuant to the provisions of the Federal Personal Information Protection and Electronic Document Act (PIPEDA).

The CPIO has a detailed and strict Privacy Policy surrounding the collection, use and protection of private personal information.

Being an “Investigative Body” allows us to collect, use and disclose personal information on a non consensual basis in compliance with PIPEDA where we have grounds to believe that there may be a breach of an agreement or a contravention of a Canadian Federal or Provincial law.

The “Investigative Body” status further provides organizations authority to provide to us personal information in these circumstances and for us, in turn to disclose the information we collect back to our clients.

How will I know how much the investigation is going to cost?

Until all of the details surrounding the nature and scope of the investigation are known and the methods of the investigation have been decided it is difficult to determine the total investment needed to conduct the investigation, however *Commissionaires Ottawa* will ensure that initial budget parameters with the client are met as well and will provide written protocols for dealing with developments that have potential budgetary implications. *Commissionaires Ottawa* will always seek to provide the client with maximum return for investment.

How will *Commissionaires Ottawa* conduct the investigation?

Initially we will meet with the client to discuss the matter to be investigated. In this planning and preparation stage we will prepare case specific *Terms of Reference* that details the goals of the investigation and the methodology to be employed. The *Terms of Reference* must be agreed and signed off by the client before any further work is conducted on their behalf.

The next phase will involve the gathering of facts and then interviewing of individuals who can contribute to the investigation.

Commissionaires Ottawa strive to deploy the least disruptive investigative process possible, we are discrete and flexible in conducting investigations and have the facilities to interview staff offsite to minimize our presence at the client’s location.

Commissionaires Ottawa can also assist clients in preparing a communication strategy regarding how to present the findings of the investigation to staff and other agencies if that is required.

At the conclusion of the investigation *Commissionaires Ottawa* will hand deliver a thorough confidential written report detailing the full investigation as well as a CD containing the full report and associated data including, where applicable, digital recordings of interviews.

Not all matters have to end in a public trial. *Commissionaires Ottawa* have experience in handling delicate investigations and will work with the client from the outset in achieving the required results.

However where the matter does need to be handed over to any law enforcement agency, *Commissionaires Ottawa* will provide the agency with an evidence package in such detail and in a format that will allow the agency to assess the evidence and be able to brief the Crown with a view to prosecution.