Investigation Training

In this exercise your supervisor will play the role of the Teacher.

He Hit My Baby

Titan's Tots is a child care center licensed for 30 children. You have received the following complaint from a Titan's Tots parent.

> Dear Sir or Madam,
>
> I don't know what standard you use to license day care, but you are surely not doing your job. Until last week I had my sweet little Amy (she's two) at Titan Tots. Last Tuesday when I picked her up she was crying and she definitely had a fat lip. When I asked her what happened she said, Brandon (he is a little brat in her class) had hit her with a block.
>
> _____(teacher, your supervisor) is the head teacher in this class and when I complained all I got was, "Kids will be kids, that type thing happens."
>
> Well, I'm taking Amy out of that class and I think you should look into it.

Before you investigate, you develop your investigation plan.

Exercise Instructions:

1. Complete the attached Investigative Planning Form based on the information in the complaint.
2. Return to the training; click where indicated to listen to the investigation plan created by your colleagues using the same case.
3. Edit your plan as needed.
4. Take your completed Investigative Plan to your supervisor for discussion and feedback.

INVESTIGATIVE PLANNING FORM

INVESTIGATION INFORMATION

Investigator name:	Date investigation began:

ENTITY INFORMATION

Entity name:

COMPLAINANT INFORMATION (if applicable)

Name:

INVESTIGATIVE BACKGROUND

Summary of complaint:

Compliance and complaint history (if known).

INVESTIGATIVE PLAN
Order of interviews. Why? What information do they have or may have?
Documents and records to be gathered (including photos, diagrams, charts). Why? What information will or should they contain?
What to observe? Why? What do you expect to see or learn?