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| Notice of Client Incident Management System (CIMS) investigation outcome – For client |
| Template |
| OFFICIAL |

**Instruction text:**

* The italic text is for guidance and should be deleted when no longer required.
* This template is for providing an investigation outcome to any clients involved in a CIMS investigation process.
* This letter can be sent for staff-to-client, or for client-to-client CIMS investigations. This includes clients who have been harmed, or those who are alleged to have harmed others. This letter informs them of the allegations that have been investigated, the outcome, and that steps will be taken to implement any recommendations.

Department of Families, Fairness and Housing staff only:

* Where a Reportable Conduct Scheme (RCS) investigation has been conducted, consult the Integrity team before sending this notice.
* The Integrity Unit are the Department’s RCS delegates and will send an investigation outcome letter to any individual subject to allegation where an RCS investigation has been conducted.
* The content of this outcome letter to clients, and the RCS letter of allegation, should align.

End instruction text.

[Name]

[Address]

[Date]

Dear [client name]

**Re: Investigation into allegation of abuse or neglect – [alleged abuse/neglect type]**

CIMS incident number: [IRD number]

I am writing to you to provide you with the outcome of the recent [CIMS / CIMS and RCS] investigation that has now been completed.

This investigation focused on an incident that had occurred, where it was reported that [you / and / or others, if applicable] had been harmed.

A [CIMS/ CIMS and RCS] investigation was conducted by [service provider] in relation to the incident and allegation(s).

The details of the allegation(s) that were investigated are listed below:

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| * [details of each allegation to be outlined]   Note: this should be consistent with the allegations outlined in the initial Notice of a CIMS investigation letter and include any other allegations that were identified throughout the course of the investigation.  Note: For client-to-client incidents – these should focus on the incident and harm that has been experienced, not who was or is believed to be responsible |

**Investigation outcome**

Following the investigation, the investigator has reviewed all the findings and made the following outcome decisions:

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| * [details of each outcome, for each allegation, to be outlined]   Note: this should be consistent with the outcomes recorded in the CIMS investigation report template, and address each allegation listed in the previous box.  Consider the language used in this letter and ensure it is age appropriate for the client.  For client-to-client incidents: these should focus on the incident and harm that has been experienced, not who was or is believed to be responsible |

**Next steps**

We are committed to ensuring your safety and improving the quality of the services that we provide to all individuals that we work with.

After any investigation, [service provider] reviews the outcome decisions and takes steps to implement any recommendations that have been made.

We will discuss these steps or actions with you, and we welcome your input into any planned responses to these outcomes.

You can contact [nominated person from service provider] if you have any questions, or if you would like to discuss this further.

[Provide details of steps that will be taken, if appropriate]

**Review process**

If you don’t agree with a decision, you may request a review of an investigation outcome in writing within 10 business days of being told the outcome. [Name of nominated support person] can help you with this if you need.

Further information about a decision review is available in the CIMS policy and guidance document, which you can find at https://providers.dffh.vic.gov.au/cims.

**How to make a complaint**

We are committed to listening to you and responding to your concerns.

If you have a complaint about how an investigator or other staff member from [service provider and / or an external investigation organisation, if relevant] is doing things, you can ask to speak to their supervisor. You can ask someone you trust to help you with this.

If you still have concerns, you can make a complaint by following the steps on

* [service provider’s complaints process and webpage]
* [external investigation or organisation complaints process and webpage - if relevant].

If the complaint is about a Department of Families, Fairness and Housing staff member, see the Department of Families Fairness and Housing Victoria - making a complaint webpage <https://www.dffh.vic.gov.au/making-complaint> for steps to follow.

**Contact details**

If you have any further questions, contact details have been listed below:

\*Ensure the contact details of any nominated contact person mentioned in the letter is included below.

[Organisation who completed the investigation]

[Organisation address]

[Phone]

[Email]

[Service provider who is providing the service (if different from the organisation who completed the investigation]

[Organisation address]

[Phone]

[Email]

[Nominated contact person from service provider]

[Name]

[Organisation address]

[Phone]

[Email]

[Nominated support person, if different from the service provider contact]

[Name]

[Organisation address]

[Phone]

[Email]

Yours sincerely,

[Service provider contact]

[Job title]

[Organisation address]

[Phone]

[Email address]