THIS PAGE IS INTENTIONALLY BLANK

CPPINV3032

Develop Factual Investigation Reports

Application

This unit specifies the skills and knowledge required to document and present comprehensive information gathered through factual investigation. It includes compiling and presenting information and evidence in the required format and verifying its accuracy and reliability according to chain of custody and rules of evidence requirements.

Elements & Performance Criteria

1.0   Organise and assess factual investigation information.

1.1 Obtain and collate information gathered through factual investigation.

1.2 Assess gathered information for completeness in accordance with investigative brief and client requirements.

1.3 Assess gathered information to verify sources, validity and relevance, and compliance with chain of custody of

2.0   Document and review report contents.

2.1 Use information technologies to write factual investigation report in accordance with workplace requirements for content, format and style.

2.2 Identify in body of report, witnesses and sources of evidence that are relied upon.

2.3 Identify and list enquiries that failed to gather evidence and stipulate reasons why.

2.4 Edit report to ensure content is accurate and sufficient and source additional information to address identified omissions.

2.5 Check report to ensure information is supported by verifiable evidence and make required redactions.

2.6 Include required attachments and confirm these are referenced correctly in the report.

2.7 Check citations and references are accurate and in the required format.

3.0   Finalise factual investigation report.

3.1 Finalise report in the required format in accordance with workplace and client requirements.

3.2 Forward report and attachments safely and securely to relevant persons in compliance with evidence management principles.

3.3 Securely store investigation information in a manner that facilitates future retrieval and maintains confidentiality.

CPPINV3032 Develop Factual Investigation Reports

Table of Contents

Introduction to CPPINV3032 Develop Factual Investigation Reports

In private investigative work, factual investigations stand out as a distinct and crucial subset. Unlike other forms of investigation that might rely on inference, speculation, or surveillance, factual investigations are grounded in verifiable truths, concrete evidence, and tangible data. They are the backbone of many legal proceedings, providing the solid foundation upon which cases are built and decisions are made.

Imagine the investigative world as a vast tapestry of interwoven threads. Each thread represents a different type of investigation, be it surveillance, forensic, or intelligence-based. Among these, the thread of factual investigation shines prominently, characterised by its unwavering commitment to truth and accuracy. At its core, a factual investigation seeks to uncover the 'who, what, when, where, and how' of an incident or situation. It's a meticulous process, akin to assembling a jigsaw puzzle, where each piece represents a verifiable fact or piece of evidence. The goal is to create a coherent and comprehensive picture that can withstand scrutiny.

This module, "Develop Factual Investigation Reports," delves deep into the nuances of factual investigations. While many investigative units in this training course are interconnected, this module focuses on the art and science of gathering concrete, undeniable information.

Different investigative companies might have their unique styles of report writing, but the essence of factual investigation remains consistent across the board: clarity, precision, and a rigorous adherence to the laws of evidence.

As an investigator, presenting the results of your inquiries to diverse audiences, from clients to legal tribunals, is a frequent task. The information, whether direct or circumstantial evidence, will undergo rigorous examination, especially in legal settings. Courts and tribunals assess the relevancy, admissibility, probity, ethics, and credibility of the evidence. Hence, a robust understanding of evidence principles is paramount, ensuring that the investigative approach can withstand potential cross-examinations.

Understanding the client's objectives is central to every investigation. Evaluating the instructions, charting the most effective course of action, and being flexible as the investigation unfolds are all vital components. An open mind, transparent communication, and a commitment to achieving a positive outcome for the client are the hallmarks of a successful factual investigator.

In summary, this course equips learners with the tools, techniques, and knowledge to master the realm of factual investigations. From understanding the distinct nature of factual investigations to mastering report writing, learners will be prepared to face the multifaceted challenges of the investigative world with confidence and expertise.

Chapter 1: Introduction to Factual Investigation Reporting

1.1 The Importance of Factual Investigation Reports

In the realm of investigative services, the factual investigation report stands as a cornerstone. It's not merely a document; it's a testament to the meticulous work, the hours spent in observation, the careful collation of evidence, and the synthesis of all findings into a coherent narrative. The importance of these reports cannot be understated, as they often serve as the primary source of information for clients, legal professionals, and other relevant stakeholders.

A factual investigation report is distinct from other types of investigative reports. Unlike surveillance reports, which might focus on visual observations over a specific period, or forensic reports that delve into technical details, a factual report is grounded in verifiable facts. It's a compilation of what's known, what's observed, and what's deduced, all presented without bias or embellishment.

One of the primary reasons these reports hold such weight is their potential use in legal proceedings. The courts, tribunals, and other legal entities place a high value on evidence. The facts and circumstances presented in these reports undergo rigorous scrutiny. They're tested for relevancy, admissibility, probity, and credibility. As such, the factual investigation report must be impeccable in its accuracy and thoroughness.

Moreover, clients rely heavily on these reports to make informed decisions. Whether it's a corporation assessing a potential case of fraud, an insurance company evaluating a claim, or an individual seeking clarity on a personal matter, the factual investigation report provides the clarity and detail they need. It's the investigator's responsibility to ensure that this document is not only accurate but also comprehensible to those who might not have a background in investigative work.

However, producing a top-tier factual investigation report isn't just about gathering information. It's about understanding the nuances of the investigative process, the legal landscape, and the specific needs of the client. It's about discerning which pieces of information are crucial and which are extraneous. It's about presenting facts in a manner that's both comprehensive and concise.

In essence, the factual investigation report is a reflection of the investigator's professionalism, expertise, and commitment to the truth. It's a document that carries significant weight, and as such, it demands the utmost care and attention in its creation.

1.2 Overview of the Investigation Process

Establish the Steps and Action to be Taken

This establishes the initial steps of the investigation, in a clear, efficient, and logical manner. This also avoids mistakes and unnecessary action. However, it is important to remember not to be locked in on the initial hypothesis, as it could have been wrong. An astute investigator constantly analyses the facts to see if they support the initial hypothesis.

Identify and Acquire the Relevant Equipment by:

- Ensuring that resource and equipment requirements are assessed & obtained in accordance with the requirements of the task.
- Determining the requirements for specialist equipment and technical specialists for the intended task.
- Determining the need for outsourcing any tasks that the Organisation, or any of its investigators, cannot provide due to lack of skills, experience, or due to other commitments that have priority.

Form a Hypothesis and Identify the Evidence Required

This is important so that no time and effort is wasted searching for information that is not necessary, and to ensure that no important task is missed. Know what the client needs, whether it is INFORMATION, such as visual confirmation to support a suspicion, e.g., of an unfaithful spouse, or FACTS to support that suspicion, such as photographs, or, EVIDENCE such as statements and photographs that are required for a subsequent Court case. How an investigation is to be conducted, and what equipment or method will be used, depends on

each client's particular needs and budget. Therefore, it is at this stage that relevant & appropriate facts and any limitations are established.

Plan the Action to be Undertaken for the Gathering of Information by:

- Identifying all the required key people, documents, and public records, based on an assessment of all the available information. A list of required evidence will make the investigative process easier, however, it is important to remember that the evidence that is required to complete the task may change and an investigator must keep an open mind and be able to adapt to any changes in the investigation.
- Developing a plan detailing the key activities, and their sequence, after taking into consideration all known factors, the client's directions & legal requirements. A plan detailing the sequence of activities to be undertaken in the course of the investigation will assist with the process, however, plans can change & flexibility is essential if a positive outcome is required in a short period of time.
- Assessing all sources of information for the intended use, and checking that the sources chosen are appropriate for the intended task, the client's instructions, and legal requirements.
- Ensuring that any interviews, and access to the information sources, or to the site where the investigation is to be undertaken, are arranged in accordance with the company's procedures.
- Ensuring that authorisation for acquiring information is arranged as necessary. It is important to obtain the relevant authorisation from the client, regarding any information that is required to be obtained during the course of an investigation.
- Procedures for storage and labelling of data are confirmed based on future use of the data, continuity of evidence, and in accordance with instructions from the client, and company procedures.

The Dynamic Nature of Investigations

While the initial steps and planning are crucial, it's equally important to understand that investigations are dynamic by nature. As new information emerges, investigators might need to pivot their strategies or delve into areas they hadn't initially considered. This dynamism requires investigators to be both methodical and adaptable.

The Role of Technology in Modern Investigations

In today's digital age, technology plays a pivotal role in factual investigations. From digital forensics tools that can retrieve deleted data from electronic devices to advanced surveillance technologies that offer real-time tracking, the modern investigator has a suite of tools at their disposal. Leveraging these technologies can significantly enhance the efficiency and accuracy of an investigation. However, it's essential to ensure that the use of such tools complies with legal and ethical standards.

Collaboration and Teamwork

While an investigator might often work independently, there are instances where collaboration becomes essential. This could be with other investigators, specialists in a particular field, or even with law enforcement agencies. Collaborative efforts can pool together diverse skill sets and expertise, leading to a more comprehensive investigation.

Continuous Learning and Skill Development

The field of investigation is ever-evolving. New methodologies, tools, and challenges emerge regularly. For an investigator, continuous learning and skill development are not just beneficial but necessary. This could involve attending workshops, undergoing training in new investigative technologies, or simply staying updated with changes in laws and regulations related to investigations.

Client Communication

Throughout the investigative process, maintaining open lines of communication with the client is paramount. This not only keeps the client informed about the progress but also ensures that the investigation aligns with the client's objectives and expectations. Regular updates, interim reports, and feedback sessions can foster trust and ensure that the investigation stays on the right track.

By understanding and incorporating these aspects, investigators can ensure a holistic approach to their work, leading to more effective and comprehensive outcomes.

1.3 Legal and Ethical Considerations in Reporting

Navigating through the intricate web of legal and ethical considerations in investigative reporting is paramount for any investigator. Ensuring that all reports are compiled and disseminated with strict adherence to legal standards and ethical norms not only safeguards the integrity of the investigation but also protects the investigator and their client from potential legal repercussions.

Legal Considerations

Legal considerations in reporting primarily revolve around compliance with various legislative frameworks and ensuring that the information presented is accurate, verifiable, and adheres to the principles of fairness and justice. The investigator must be mindful of:

- **Privacy and Confidentiality**: As discussed in "4.2 Importance of Privacy and Confidentiality in Investigations" in CPPINV3029, maintaining the privacy of individuals and confidentiality of information is crucial. Investigators must ensure that personal information is handled in compliance with the Privacy Act, ensuring that data collection, storage, and sharing practices protect the privacy of individuals involved.

- **Evidence Law**: Ensuring that the evidence presented in the report adheres to the rules of evidence, maintaining a clear and unbroken chain of custody, and ensuring that the evidence is relevant, reliable, and obtained legally.
- **Reporting Standards**: Ensuring that the report adheres to the required format, is free from bias, and presents facts without inferring guilt or innocence.

Ethical Considerations

Ethical considerations intertwine with legal aspects, ensuring that the investigator conducts their work in a manner that is morally sound and professionally upright. Key ethical considerations include:

- **Integrity**: Upholding honesty and ensuring that the report is a true and accurate reflection of the facts discovered during the investigation.
- **Impartiality**: Ensuring that the investigation and subsequent report are conducted and compiled without bias or preconceived notions.
- **Confidentiality**: Safeguarding sensitive information and ensuring it is only disclosed to authorised individuals.
- **Respect**: Demonstrating respect for all individuals involved in the investigation, respecting their rights, and treating them with dignity.
- **Accountability**: Taking responsibility for the actions taken during the investigation and being accountable for the information presented in the report.

Ensuring Compliance

Ensuring compliance with both legal and ethical standards involves a meticulous approach to investigative work and reporting. This includes:

- **Verification of Information**: Ensuring that all information included in the report is verified and originates from reliable sources.
- **Secure Handling of Information**: Employing secure methods for storing, handling, and transmitting information to protect it from unauthorised access, as discussed in "4.3 Confidential Storage and Future Retrieval of Reports" in CPPINV3029.
- **Client Communication**: Maintaining clear and transparent communication with the client, ensuring that they are informed of the progress and any issues encountered during the investigation.
- **Continuous Learning**: Engaging in continuous learning and staying updated with any changes in legislation or industry standards that may impact investigative reporting.
- **Peer Review**: Engaging in peer review processes to ensure that the report adheres to all required standards and is free from errors or omissions.

Navigating through the complexities of legal and ethical considerations in reporting is a nuanced process that requires a thorough understanding of applicable laws, industry standards, and ethical norms. By adhering to these principles, investigators not only ensure

the credibility and reliability of their reports but also safeguard themselves and their clients from potential legal and ethical pitfalls.

Chapter 2: Gathering and Assessing Investigation Information

Embarking on the journey of factual investigation necessitates a meticulous and strategic approach towards gathering and assessing information. The essence of a robust investigative report lies in the depth, accuracy, and relevance of the information it encapsulates. Chapter 2 delves into the multifaceted process of information gathering, a pivotal phase where investigators navigate through a myriad of data, discerning and sifting through layers to extract nuggets of truth that will form the bedrock of their final report.

In the realm of factual investigation, every detail, every piece of information, and every evidence strand plays a crucial role in sculpting the narrative and substantiating the findings. The investigator becomes a discerning seeker, where their skills in probing, validating, and assimilating information are put to the test. From identifying credible sources, conducting interviews, and collecting physical evidence, to ensuring the integrity and legality of the information gathered, the investigator traverses a path that demands a blend of analytical prowess and ethical diligence.

This chapter will illuminate the methodologies and strategies pivotal for effective information gathering and assessment. It will explore the nuances of ensuring that the information is not only relevant and valid but also aligns with the legal and ethical frameworks that govern investigative practices. Moreover, it will delve into the importance of a systematic and organised approach to managing and prioritising the gathered information, ensuring that it substantiates the investigative objectives and adheres to the client's requirements.

As we navigate through this chapter, we will explore the intricacies of information assessment, ensuring that every piece of data, every statement, and every evidence strand is scrutinised for its veracity and relevance. We will delve into the strategies that ensure the information is coherent, logically sequenced, and forms a robust foundation for the ensuing report.

Join us in exploring the art and science of gathering and assessing investigation information, where every detail becomes a vital thread in weaving the tapestry of a comprehensive, credible, and impactful investigative report.

2.1 Methods for Collecting Reliable Information

Gathering pertinent information is the linchpin of any factual investigation, ensuring that every piece of data collected is not only relevant but also reliable and can stand up to scrutiny in various forums, such as courts or tribunals. The process of collecting reliable information is multifaceted and must be approached with a strategic, ethical, and legal lens to ensure the integrity of the investigation and the subsequent report.

- Gather the required information for the task by:
- Conducting meetings with the key persons by appointment.
- Taking notes of any conversation not formalised by statement or digital recording.
- Ensuring that formal statements are prepared and adopted by the interviewee.
- Using recording equipment in accordance with legal requirements.
- Ensuring that any relevant records, and/or the incident site, are examined and any information pertinent to the task is noted & legibly recorded in accordance with company procedures.
- Ensuring that all available information, is sourced, and assessed for relevance, and retained as needed.
- Maintaining contemporaneous notes and a record of the time expended, in the course of the investigation, in accordance with legal requirements and company procedures, as a basis for the reports that have to be furnished as instructed by the client, and as legally required for the evidence to be used in Court.
- Monitoring the progress of the task, and assessing any requirements to change the action plan, based on all the available information.

The aforementioned steps underscore the importance of a structured approach to information gathering. It is pivotal to ensure that every piece of information, from formal statements to casual conversations, is meticulously documented and verified. The use of recording equipment, while valuable, must be judiciously employed, ensuring compliance with legal standards to safeguard the admissibility of the collected evidence in any legal proceedings.

Moreover, the investigator must be adept at navigating through various information sources, ensuring that each piece of data is not only relevant but also obtained through lawful and ethical means. This involves a thorough examination of records and incident sites, ensuring that all pertinent information is accurately and legibly recorded in alignment with both company procedures and legal requirements.

Obtaining Banking History, Financial Information, Telephone Call Histories, Utilities Records And Similar Information

Whilst a signed authority to obtain this information is requested from the person of interest by the investigator it is difficult to obtain. Because of privacy concerns by the organisations concerned and despite the holding of a signed authority to access the information most organisations will refuse to provide the information direct to the investigator.

Therefore, the investigator should request that the person of interest obtain and provide the information to the investigator. If the investigation relates to an insurance claim the insured person has no option but to comply and provide all requested relevant information or otherwise the claim may be denied by the insurers on the basis that the insured has failed to provide all reasonable information required to determine the claim. An example of the type of authority to obtain such records follows. There are many versions in existence and this is because each client or investigative firm develops their own tools.

Ensuring Reliability and Validity

The investigator must ensure that the methods used for collecting information are valid, reliable, and make efficient use of resources. This involves conducting interviews and meetings using effective communication skills and interpersonal techniques, demonstrating sensitivity to individual social and cultural differences. Comprehensive statements must be taken, and physical evidence collected to support available facts, all in accordance with legislative requirements. The gathered information must be assessed for relevance and accuracy, and additional information sought as required from identified sources. Furthermore, the information must be prioritised and organised in a logical manner, ensuring the continuity and validity of evidence.

Information on the Vehicle

In the context of motor vehicle collision investigations, a meticulous examination of both the exterior and interior of a vehicle becomes pivotal. This involves scrutinising the vehicle for any signs of damage, wear, or alterations that might provide insights into the incident. The investigator must assess the vehicle's condition, any signs of recent repairs or maintenance, and the functionality of its various components, such as brakes, lights, and tires. This detailed examination aids in constructing a comprehensive overview of the vehicle's state at the time of the incident and may provide crucial information regarding the cause of the collision.

Fluid and Debris Analysis

Analysing fluids (like oil, brake fluid, and other vehicular fluids) and debris at the accident scene can offer vital clues about the incident. This involves examining the type, spread, and location of debris and fluids, which can indicate the point of impact, direction of travel, and possible causes of the collision. It's imperative that investigators approach this with a systematic and thorough methodology to ensure no crucial information is overlooked.

Further Avenues of Enquiries

- There are examples of where a vehicle is registered to an unlicensed grandmother who insures the vehicle at a lower premium on behalf of the true owner, her grandson, and the vehicle is fitted up with mag wheels and boom-boom sound systems. This needs to be explained.
- It is common for parents to insure vehicles owned by their children at a lower premium when the vehicle is clearly owned by their children and they have 100% use of the vehicle. This can result in claim refusal or a demand for full premium payment before accepting the claim.
- The Forensic Locksmith can be utilised to examine locks on allegedly stolen vehicles and expert evidence can be given to say if the key to the vehicle was used to start and drive it or the lock was forced. The forensic locksmith can also interrogate the immobiliser and computer system of the vehicle to determine if the vehicle was started with the key or by some other means.
- Expensive motor vehicles such as Mercedes or BMW can have as many as four keys provided with the vehicle (ignition by two, a flat pocketbook key and a service key). All of these keys can start the vehicle so it is important to establish where all the keys are or were. Invariably you will find the service key is left in the service book in the glove box and when an offender breaks into the vehicle he finds the key and drives away. The forensic locksmith can establish which key was used to start and drive the vehicle.
- The car payment history for vehicles on finance should be obtained to establish arrears and demands for payments. Some persons prefer to torch the vehicle and report it stolen when monies are owed on a now decrepit vehicle.
- Many thefts of motor vehicles are committed by the teenage children of the insured who have access to the keys. This does not prevent the claim from being paid but many parents refuse to involve their children despite them knowing the truth.
- Cash Converter records can be accessed with the consent of the insured when they have reported property stolen in a burglary that may have been sold to cash converters.
- Mortgage stress may be behind burglaries being reported and the insured wants a cash settlement which is not the way insurance companies operate. They operate on a replacement regime not cash settlement.
- Substantiation (proof of ownership) of goods reported stolen in a burglary is required. That can be invoices, receipts, manuals, boxes, software, credit card records, valuations, photographs etc. And if substantiation cannot be provided the report is considered suspicious.
- A small percentage of any claims that can be demonstrated to be fraudulent can result in refusal of the total claim.

These are just a few examples of how information can be gathered when confronted by the possible scenarios involving motor vehicles in particular or burglaries generally. In every step, the investigator must ensure that the methods used for collecting information are valid, reliable, and make efficient use of resources, adhering to the legal and ethical guidelines of investigative work. The information must be prioritised and organised in a logical manner, ensuring the continuity and validity of evidence, which will be crucial in the subsequent stages of reporting and possibly, legal proceedings.

The investigator must also be mindful of the time expended during the investigation, maintaining detailed notes and records to form the basis of client reports and legal evidence. This meticulous approach to data collection and management not only ensures the reliability of the information but also safeguards the integrity of the investigative process, ensuring that the final report is both credible and defensible.

In addition, the investigator must be flexible and adaptive, willing to modify the action plan as the investigation unfolds and new information comes to light. This adaptability ensures that the investigation remains dynamic and responsive to evolving circumstances, ensuring that the final report is comprehensive, accurate, and reflective of all available information.

In the subsequent sections, we will delve deeper into the nuances of verifying the validity of sources and managing evidence to ensure the continuity and integrity of the investigative process.

2.2 Verifying Sources and Validity of Information

Ensuring the authenticity and reliability of information is paramount in factual investigations. The process of verifying sources and the validity of information involves meticulous scrutiny and cross-referencing of data to ensure that the final report is not only accurate but also defensible in various forums, such as courts or tribunals.

Obtaining Banking History, Financial Information, Telephone Call Histories, Utilities Records And Similar Information

Whilst a signed authority to obtain this information is requested from the person of interest by the investigator it is difficult to obtain. Because of privacy concerns by the organisations concerned and despite the holding of a signed authority to access the information most organisations will refuse to provide the information direct to the investigator. Therefore, the investigator should request that the person of interest obtain and provide the information to the investigator. If the investigation relates to an insurance claim the insured person has no option but to comply and provide all requested relevant information or otherwise the claim may be denied by the insurers on the basis that the insured has failed to provide all reasonable information required to determine the claim. An example of the type of authority to obtain such records follows. There are many versions in existence and this is because each client or investigative firm develops their own tools.

The aforementioned section underscores the challenges investigators often face when attempting to obtain sensitive information, such as financial records or telephone call histories, even with a signed authority from the person of interest. The reluctance of organisations to provide such information directly to investigators due to privacy concerns necessitates an alternative approach, wherein the person of interest is requested to obtain and provide the information themselves. This approach not only facilitates the gathering of

necessary information but also ensures compliance with privacy regulations and ethical considerations.

Verifying the sources and validity of information is a meticulous process that involves cross-referencing data, ensuring that it is not only accurate but also obtained through lawful and ethical means. This involves a thorough examination of records, ensuring that all pertinent information is accurately and legibly recorded in alignment with both company procedures and legal requirements.

Moreover, investigators must be adept at navigating through various information sources, ensuring that each piece of data is not only relevant but also obtained through lawful and ethical means. This involves a thorough examination of records and incident sites, ensuring that all pertinent information is accurately and legibly recorded in alignment with both company procedures and legal requirements.

In the context of factual investigations, especially those that may involve sensitive or private information, investigators must be mindful of legal and ethical obligations, ensuring that information is obtained, verified, and used in a manner that is compliant with all applicable laws and ethical guidelines. This not only safeguards the integrity of the investigation but also ensures that the final report is credible, defensible, and adheres to the highest standards of professional conduct.

In the subsequent sections, we will explore the intricacies of managing evidence and ensuring the continuity of the investigative process, ensuring that every piece of information, from collection to documentation, is managed in a manner that safeguards its integrity and admissibility in legal proceedings.

2.3 Chain of Custody and Evidence Management

Maintaining a robust chain of custody and managing evidence with utmost precision is pivotal in ensuring the integrity of an investigation. While we have previously delved into the nuances of evidence management and the importance of maintaining a secure chain of custody in **"CPPINV3029 Provide Quality Investigative Services to Clients" (particularly in 4.2 Importance of privacy and confidentiality in investigations),** it's crucial to reiterate and expand upon certain aspects in the context of developing factual investigation reports.

In the realm of factual investigation reporting, the chain of custody not only pertains to physical evidence but also extends to information, documents, and digital data that are integral to the investigative findings. Ensuring that every piece of evidence and information is accounted for, from the point of collection through to its inclusion in the report, is vital to uphold the credibility and reliability of the findings.

When managing evidence in the context of factual investigation reporting, special attention must be given to:

- **Documentation**: Every interaction with the evidence, be it physical or digital, must be meticulously documented, ensuring that any access, analysis, or transfer of evidence is fully recorded.
- **Security**: Implementing stringent security protocols to safeguard evidence against unauthorised access, tampering, or loss. This includes secure physical storage for tangible evidence and robust cybersecurity measures for digital data.
- **Accessibility**: Ensuring that evidence is readily accessible for review, analysis, and potential future proceedings, while still maintaining its security and integrity.
- **Legal Compliance**: Adhering to all relevant legal and regulatory guidelines pertaining to evidence management, ensuring that the methods of collection, storage, and use are compliant with applicable laws.

In the context of factual investigation reports, evidence management also involves ensuring that the information presented in the report is directly supported by the evidence collected during the investigation. This means that every claim, statement, or piece of information included in the report must be verifiable and traceable back to the original source or piece of evidence, ensuring a clear and unbroken chain of custody that validates the investigative findings.

In the subsequent chapters, we will delve deeper into the documentation and review of report contents, exploring how to effectively utilise the evidence and information gathered during the investigation to develop a comprehensive, accurate, and credible factual investigation report. This will include exploring techniques for writing, formatting, and verifying the content of the report, ensuring that every piece of information is not only accurate and relevant but also adequately supported by the evidence collected during the investigation.

Chapter 3: Documentation and Review of Report Contents

Embarking into the realm of documentation and review within the investigative process, we delve into a critical phase where meticulous attention to detail, adherence to legal and ethical guidelines, and a structured approach towards presenting information take centre stage. The essence of Chapter 3, "Documentation and Review of Report Contents," lies in its exploration of the intricate process of converting raw data and evidence into a coherent, credible, and comprehensive factual investigation report.

The journey from gathering information to presenting it in a structured, logical, and legally compliant manner is one that demands a nuanced understanding of various facets of report writing. This includes the ability to discern relevant from irrelevant information, the skill to present facts in a clear and understandable manner, and the expertise to ensure that every piece of information is verifiable and accurately cited.

In this chapter, we shall navigate through the multifaceted process of documenting the gathered information, ensuring its accuracy, completeness, and compliance with legal and ethical standards. We will explore the art and science of transforming raw data, observations,

and evidence into a structured report that not only meets but exceeds client expectations and withstands scrutiny at every level.

We will delve into various aspects of report writing, from the initial stages of documenting findings, through the meticulous process of reviewing and verifying information, to the final stages of ensuring that the report is both comprehensive and compliant with all relevant standards. This journey will encompass a detailed exploration of techniques for writing, formatting, and verifying report content, ensuring that every piece of information is not only accurate and relevant but also adequately supported by the evidence collected during the investigation.

In the subsequent sections, we will explore the nuances of identifying and citing sources, addressing and explaining failed enquiries, and ensuring that the report is both accurate and complete, providing a reliable and credible account of the investigation and its findings. This chapter will serve as a guide through the intricate process of developing a factual investigation report that is not only a reflection of investigative findings but also a testament to the investigator's commitment to accuracy, reliability, and ethical practice.

3.1 Writing and Formatting the Report

Now the investigation is complete. You have gathered all your evidence, and made all your enquiries. It's time to put all that into a comprehensive and legible report. The report not only serves as a tangible record of the investigative process but also as a crucial document that can influence decisions, policies, and potentially, legal outcomes. Thus, writing and formatting the report in a manner that is coherent, credible, and professionally presented is paramount.

Utilising Information Technologies

Leveraging information technologies is pivotal in crafting a report that is not only accurate but also adheres to the requisite format and style mandated by workplace requirements. This involves utilising word processing software, data analysis tools, and digital communication platforms to compile, analyse, and present the gathered information in a structured and professional manner. The use of these technologies ensures that the report is easily readable, navigable, and can be disseminated in a digital format, facilitating ease of access and distribution to relevant stakeholders.

Incorporating Witnesses and Evidence

The body of the report must meticulously detail the witnesses and sources of evidence that the investigation has relied upon. This involves providing detailed accounts of witness statements, physical evidence, and any other pertinent data that has been utilised to construct the narrative of the report. Ensuring that this information is presented in a clear, concise, and transparent manner is crucial to uphold the credibility and reliability of the report.

Addressing Enquiries and Evidential Gaps

It is also vital to identify and elucidate upon enquiries that did not yield evidence or were inconclusive in their findings. Stipulating the reasons for these evidential gaps and the steps taken to attempt to bridge them provides a transparent and honest account of the investigative process. This not only upholds the integrity of the report but also provides a clear record of the investigative process and methodologies employed.

Editing and Verification

Ensuring the content is accurate and sufficient involves a thorough editing process, where the report is reviewed for any inaccuracies, inconsistencies, or omissions. This also involves verifying that the information presented is supported by verifiable evidence and adheres to the legal and ethical standards of reporting. Any identified omissions must be addressed, and additional information sourced to ensure the report provides a comprehensive account of the investigation.

Adhering to Varied Company Requirements

It's pivotal to acknowledge that different companies may have distinct requirements regarding the formatting of investigative reports. While the essence and methodology of information gathering and expression will remain consistent, the presentation and formatting might need to be tailored to meet specific company guidelines or preferences. This may involve adhering to particular stylistic guidelines, utilising specific templates, or incorporating company branding. Regardless of these variations, the foundational principles of ensuring accuracy, credibility, and thoroughness in the report remain steadfast across all formats and company requirements.

Attachments and References

Inclusion of relevant attachments and ensuring they are referenced correctly within the report is crucial for providing supplementary information and evidence that supports the report's findings. This might include photographic evidence, supplementary documents, or additional data that substantiates the report's claims. Additionally, ensuring that citations and references are accurate and presented in the required format is vital to uphold the credibility and reliability of the information presented.

Ensuring Confidentiality

As discussed in 4.3 Confidential Storage and Future Retrieval of Reports, maintaining the confidentiality and integrity of the information within the report is paramount. This involves ensuring that the report, and any accompanying attachments, are securely stored and distributed in a manner that upholds the privacy and confidentiality of the information contained within.

In synthesising the report, investigators must intertwine the threads of factual data, evidential support, and legal adherence to weave a document that stands resilient under scrutiny, providing a robust and credible account of the investigative process and its findings. This chapter will delve deeper into the nuances and methodologies of writing and formatting the report, ensuring it serves as a reliable and comprehensive record of the investigative journey.

3.2 Citing Witnesses, Evidence, and References

In the meticulous arena of factual investigation reporting, the citation of witnesses, evidence, and references is not merely a procedural formality but a pivotal component that underpins the credibility, reliability, and legal standing of the report. Ensuring that every piece of information, every witness statement, and every piece of evidence is accurately cited and referenced is paramount to uphold the integrity of the investigative process and the resultant report.

Witnesses and Their Testimonies

Witnesses play a crucial role in factual investigations, providing firsthand accounts, testimonies, and potentially, key pieces of information that can significantly influence the outcome of the investigation. When citing witnesses in the report:

- **Accuracy and Detail**: Ensure that the details of the witnesses are accurately recorded, including their full name, contact details, and any relevant affiliations or positions.
- **Testimonies**: The testimonies provided by the witnesses must be accurately quoted and attributed, ensuring that their words and accounts are presented verbatim to maintain authenticity and accuracy. It is imperative to note that it is not the role of the investigator to interpret or assume the meaning behind a witness's testimony or statement. Any ambiguity or need for clarification should have been addressed during the interview stage, not during the report writing.
- **Confidentiality**: In certain instances, the identity of witnesses may need to be protected for legal or safety reasons. In such cases, ensure that the citation adheres to legal guidelines and any confidentiality agreements that are in place.

Evidence Citation

The citation of evidence is a meticulous process that requires precision and attention to detail to ensure that every piece of evidence is accurately documented and attributed.

- **Physical Evidence**: Ensure that any physical evidence is accurately described and its origin, collection method, and chain of custody are meticulously documented.
- **Documentary Evidence**: Any documents, records, or written evidence must be accurately cited, ensuring that the origin, authenticity, and relevance of the documents are clearly articulated.
- **Digital Evidence**: Ensure that digital evidence, such as digital communications, media files, or electronic records, are accurately cited, with clear documentation of their origin, authenticity, and method of retrieval.

Reference Citation

Accurate and consistent citation of references is crucial to validate the information presented in the report and provide a clear trail of sources that have been utilised in the investigative process.

- **Format Consistency**: Ensure that all references are cited in a consistent format, adhering to any specific citation styles or guidelines that are mandated by the workplace or relevant legal standards, such as the American Psychological Association (APA) citation style.
- **Source Verification**: Ensure that all cited sources are verified for their authenticity and reliability, providing a stable foundation for the information presented in the report.
- **Legal and Ethical Adherence**: Ensure that the citation of references adheres to legal and ethical guidelines, respecting intellectual property rights, privacy laws, and any other relevant legal standards, such as the Privacy Act 1988 in Australia, which regulates the handling of personal information.

Inclusion of Failed Enquiries

It's vital to transparently cite and discuss any enquiries or investigative avenues that failed to yield evidence or were inconclusive in their findings. This not only upholds the transparency and integrity of the report but also provides a comprehensive view of the investigative process, methodologies employed, and the challenges encountered. Failed enquiries are not merely non-contributory data; in some instances, a failed enquiry, such as a witness who initially claimed no knowledge of an incident, could become pivotal if that individual later attempts to provide conflicting evidence. Presenting such failed enquiries early, rather than retroactively, ensures a transparent, chronological, and unambiguous presentation of the investigative process.

In the context of factual investigation reporting, the accurate citation of witnesses, evidence, and references is not merely a procedural task but a fundamental component that safeguards the credibility, reliability, and legal standing of the report. Ensuring that every piece of information is meticulously cited and referenced ensures that the report can stand resilient under scrutiny, providing a robust, credible, and comprehensive account of the investigative process and its findings.

3.3 Addressing Failed Enquiries and Omissions

In the process of compiling factual investigation reports, it is not uncommon to encounter failed enquiries or to recognize omissions within the gathered data. Addressing these elements is critical to the integrity and comprehensiveness of the final report.

- **Failed Enquiries:**
  - **Documentation:** It is essential to document all attempts at information gathering, even those that do not yield results. This includes detailing the methods used, the individuals contacted, and the reasons why the attempts were unsuccessful.
  - **Impact Assessment:** The investigator must assess and articulate the impact of these failed enquiries on the investigation. This might involve discussing the potential relevance of the missing information and how its absence could affect the conclusions of the report.
  - **Continual Pursuit:** In some cases, it may be appropriate to continue to pursue certain lines of enquiry if they are deemed critical to the case. The report should outline any ongoing efforts or future steps that will be taken to obtain the missing information.
- **Omissions:**
  - **Identification and Correction:** During the review process, any omissions of relevant information should be identified and corrected. This ensures that all pertinent data collected during the investigation is accurately reflected in the report.
  - **Rationale for Exclusion:** If information is intentionally omitted, the rationale for its exclusion should be clearly explained. This might be due to irrelevance, redundancy, or because it falls outside the scope of the investigation.
  - **Preventative Measures:** The report should also discuss any measures taken to prevent omissions, such as the use of checklists or review protocols, which help to ensure that all relevant information is accounted for.

By thoroughly addressing both failed enquiries and omissions, the investigator demonstrates diligence and ensures that the report provides a transparent and comprehensive account of the investigation, thereby upholding the standards of the investigative process.

3.4 Redaction and Verification of Report Content

Embarking upon the meticulous journey of redaction and verification within the context of investigative reporting, it becomes imperative to intertwine the threads of accuracy, legality, and integrity within the tapestry of information presented. The act of redaction, a delicate yet pivotal endeavour, necessitates a thorough perusal of the report, ensuring that any information of a sensitive or personal nature is adeptly concealed or omitted, particularly when such disclosure is neither pertinent to the case nor in adherence to privacy legislations.

In the light of the Australian Privacy Principles (APPs), several principles cast a significant impact upon the redaction and verification of report content:

- **APP 1 – Open and Transparent Management of Personal Information**: This principle underscores the imperative of managing personal information in a transparent manner, thereby influencing the manner in which information is communicated within reports, ensuring a level of clarity and openness regarding the utilisation and management of personal information.
- **APP 6 – Use or Disclosure of Personal Information**: This principle mandates that personal information is utilised and disclosed solely for the primary purpose for which it was garnered, thereby influencing how information, procured during an investigation, is utilised within the report and potentially disclosed to relevant parties.
- **APP 11 – Security of Personal Information**: This principle obliges entities to safeguard the personal information they hold, protecting it from misuse, interference, loss, and from unauthorised access, modification, or disclosure, which is paramount in managing and storing any personal information encapsulated within an investigation report.

Moreover, adherence to the General Insurance Code of Practice (GICOP) is paramount, especially in insurance investigations. The GICOP establishes standards of practice and service in the insurance industry, and it's vital to ensure that investigations and subsequent reporting align with these standards, particularly in terms of handling claims and conducting investigations transparently, fairly, and promptly.

The verification of report content, on the other hand, involves ensuring that all information presented in the report is accurate, reliable, and substantiated by evidence. This process is crucial to uphold the credibility of the report and to ensure that it can serve as a reliable document in any subsequent legal or administrative proceedings.

In the context of factual investigation reports, it's imperative to ensure that:

- All personal information is handled, used, and stored securely and ethically, adhering to both privacy principles and industry standards.
- The report adheres to both the APPs and GICOP, ensuring not only legal and ethical compliance but also enhancing the credibility and professionalism of the investigative process and reporting.
- The redaction does not impede the comprehensibility or integrity of the report, ensuring that all redacted information is non-essential for understanding the case and that its omission does not alter the findings or recommendations.
- All information, data, and evidence presented in the report are verifiable and have been cross-checked for accuracy and reliability.
- The report, while comprehensive and detailed, is also concise and to the point, ensuring that all information is relevant and necessary for understanding and evaluating the case.

Inclusion of Verifiable Evidence

Ensuring that all evidence and information presented in the report are supported by verifiable evidence is crucial in upholding the credibility and reliability of the report.

- **Evidence Attribution**: Ensure that all evidence is accurately attributed, cited, and can be traced back to its original source or collection point.
- **Evidence Chain of Custody**: Ensure that the chain of custody for all evidence is meticulously documented and verifiable, safeguarding the integrity and admissibility of the evidence.
- **Witness Statements**: Ensure that all witness statements and testimonies are accurately quoted and attributed, and can be verified through recorded interviews, notes, or official statements.

Client Satisfaction and Feedback

Ensuring that the report meets the client's requirements, expectations, and objectives is crucial in delivering a comprehensive, relevant, and valuable investigative report.

- **Client Requirements**: Ensure that the report adheres to any specific requirements, guidelines, or objectives stipulated by the client.
- **Feedback Mechanism**: Implement a mechanism for client feedback and revisions, ensuring that the report can be refined and adjusted to meet the client's needs and expectations.
- **Continuous Improvement**: Utilise client feedback and outcomes as a tool for continuous improvement, refining reporting practices, methodologies, and processes for future investigations.

In essence, the redaction and verification of report content are not merely procedural steps but are integral to ensuring that the report is both ethically produced and stands up to scrutiny in any subsequent use, aligning with legal standards, ethical guidelines, and industry practices.

Chapter 4: Finalising and Distributing the Investigation Report

Finalising an investigative report encapsulates a critical phase in the investigative process, where precision, confidentiality, and adherence to legal and ethical standards are paramount. This chapter explores the detailed processes and considerations involved in refining an investigation report to its final form and ensuring its secure and appropriate distribution.

The completion of the investigation report demands thorough verification of information, adherence to reporting guidelines, and assurance of coherent, concise, and professional presentation. It stands as a testament to the integrity of the investigative process, offering a

comprehensive record of the investigation, its findings, and any subsequent recommendations or conclusions.

Furthermore, distributing the report goes beyond mere transmission; it involves a meticulous consideration of security, confidentiality, and the appropriateness of the dissemination process. Ensuring that the report reaches the relevant stakeholders while maintaining the integrity of the information and safeguarding it against any unauthorised access or disclosure is crucial.

In this chapter, we will navigate through the detailed aspects of report finalisation techniques, secure distribution to relevant stakeholders, and the confidential storage and future retrieval of reports, ensuring adherence to excellence, integrity, and ethical practice. The following sections will provide insights, guidelines, and practical advice on ensuring that the final report not only reflects the investigative process but also adheres to legal and ethical standards, fulfilling the requirements and expectations of the client and any relevant legal or administrative bodies.

4.1 Report Finalisation Techniques

Finalising an investigative report is a meticulous process that demands a keen eye for detail, a robust understanding of legal and ethical guidelines, and a steadfast commitment to accuracy and clarity. The final report embodies the entirety of the investigative process, encapsulating the methods employed, the information gathered, and the conclusions drawn in a coherent, comprehensive, and professional document.

Ensuring Accuracy and Completeness

Ensuring that the report is accurate and complete is paramount. This involves a thorough review of all information, ensuring that all relevant data is included and accurately represented. It's vital to cross-check the facts, verify the information against the original data, and ensure that all findings are substantiated by evidence, as discussed in 3.4 Redaction and Verification of Report Content.

Adherence to Legal and Ethical Standards

The report must adhere to all relevant legal and ethical standards, ensuring that all information is obtained, processed, and presented in compliance with applicable laws and ethical guidelines. This includes adherence to privacy laws, data protection regulations, and any industry-specific guidelines, such as the General Insurance Code of Practice (GICOP) and the Australian Privacy Principles (APPs), ensuring that personal information is managed in line with APP 1: Open and transparent management of personal information and APP 5: Notification of the collection of personal information.

Coherent and Professional Presentation

The report must be presented in a coherent and professional manner, ensuring that all information is clear, concise, and easily understood by the intended audience. This involves careful consideration of the report's structure, language, and format, ensuring that it is logically organised, clearly written, and professionally presented.

Client and Stakeholder Considerations

Understanding and adhering to the specific requirements and expectations of the client and other stakeholders is crucial. Different clients and stakeholders may have varying requirements regarding the format, structure, and content of the report. Ensuring that the report aligns with these requirements while maintaining a high standard of professional integrity is vital.

Review and Revision

A thorough review and revision process is essential to ensure that the report is free from errors, inconsistencies, and omissions. This involves a detailed examination of every aspect of the report, from the accuracy of the information to the clarity of the writing, ensuring that it adheres to the highest standards of quality and professionalism.

Confidentiality and Security

Ensuring the confidentiality and security of the report during the finalisation process is crucial. This involves safeguarding the report against unauthorised access, ensuring that it is stored and handled securely, and that access is restricted to authorised personnel only.

In the subsequent sections, we will delve deeper into each of these aspects, exploring the detailed techniques, considerations, and best practices involved in finalising an investigative report, ensuring that it is accurate, complete, and adheres to the highest standards of professional practice.

4.2 Secure Distribution to Relevant Stakeholders

The secure distribution of an investigative report is pivotal in maintaining the integrity of the information and safeguarding the interests of all parties involved. Distributing the report to relevant stakeholders involves a meticulous approach to ensure that the information reaches the intended recipients securely and in a timely manner, while also adhering to all applicable legal and ethical guidelines.

Identifying Relevant Stakeholders

Identifying and confirming the relevant stakeholders who will receive the report is the initial step in the distribution process. This may include clients, legal representatives, regulatory bodies, or other pertinent entities. Ensuring that the report is distributed to all necessary parties is crucial to facilitate appropriate action and decision-making based on the findings of the investigation.

Adherence to Legal and Ethical Guidelines

Ensuring that the distribution of the report adheres to all relevant legal and ethical guidelines is paramount. This includes compliance with privacy laws, data protection regulations, and industry-specific guidelines, such as the General Insurance Code of Practice (GICOP) and the Australian Privacy Principles (APPs). Special attention must be paid to APP 6: Use or disclosure of personal information, ensuring that the distribution of the report is in compliance with these principles.

Utilising Secure Distribution Methods

Employing secure methods for distributing the report is vital to safeguard the information and prevent unauthorised access. This may involve encrypted email communications, secure file transfer protocols, or utilising secure physical delivery methods for hard copies of the report. Ensuring that the chosen distribution method aligns with the sensitivity of the information and the preferences of the stakeholders is crucial.

Verification of Receipt

Verifying the receipt of the report by the intended recipients is an essential step in the distribution process. This ensures that the report has been received securely and can be acted upon accordingly. This may involve utilising read receipts for electronic communications or obtaining confirmation of receipt for physical deliveries.

Managing Queries and Follow-Up Communications

Being prepared to manage queries and follow-up communications from stakeholders is an integral part of the distribution process. Ensuring that appropriate personnel are available to address questions, provide additional information, or facilitate further actions based on the report is vital to ensure effective communication and collaboration with stakeholders.

Record Keeping and Documentation

Maintaining detailed records of the distribution process is essential to ensure accountability and provide a clear audit trail. This involves documenting the recipients of the report, the distribution method used, any communications related to the distribution, and confirmation of receipt. Ensuring that these records are stored securely and are accessible for future reference is crucial.

4.3 Confidential Storage and Future Retrieval of Reports

The meticulous storage and future retrieval of investigative reports are paramount, not only for maintaining the confidentiality and integrity of the data but also for ensuring compliance with legislative requirements. The storage of investigative reports, especially those containing sensitive or personal information, must be executed with utmost diligence, adhering to both ethical guidelines and legal mandates.

Adherence to Legislative Requirements

In the context of Australia, adherence to the Privacy Act 1988, which includes the Australian Privacy Principles (APPs), is crucial when considering the storage and retrieval of reports. Specifically, APP 11: Security of personal information, mandates that an entity must take reasonable steps to protect the personal information it holds from misuse, interference, and loss, as well as unauthorised access, modification, or disclosure.

Secure Storage Techniques

Implementing robust and secure storage techniques is vital to safeguard the reports against potential threats and unauthorised access. This involves:

- **Digital Storage:** Utilising encrypted storage solutions, secure cloud storage, and protected databases to store digital copies of the reports. Ensuring that digital storage solutions comply with cybersecurity standards and are protected against potential cyber threats is crucial.
- **Physical Storage:** For physical reports, employing secure storage facilities, such as locked filing cabinets or secure storage rooms, which are accessible only to authorised personnel.

Access Control and Authorisation

Implementing stringent access control and authorisation protocols ensures that only authorised personnel can access the stored reports. This involves:

- Establishing user roles and permissions to restrict access to the reports based on job role or necessity.
- Employing multi-factor authentication and secure login protocols for digital storage solutions.

Data Retention and Destruction Policies

Adhering to data retention policies, which dictate the duration for which the reports are stored, and ensuring that the destruction of reports is conducted securely and in compliance with APP 11.2, which mandates secure deletion or de-identification of personal information once it is no longer needed.

Future Retrieval of Reports

Ensuring that reports can be retrieved efficiently and securely when required involves:

- Implementing a systematic filing and naming convention for easy identification and retrieval of reports.
- Ensuring that retrieval processes are documented and adhere to access control protocols to maintain the security of the information.

Audit Trails and Record Keeping

Maintaining detailed audit trails and records of access, modifications, and distributions of the reports is vital to ensure accountability and traceability. This involves documenting:

- When the report was accessed, by whom, and for what purpose.
- Any modifications or distributions of the report, including when, by whom, and to whom.

Continuous Review and Update of Storage Protocols

Conducting regular reviews and updates of storage protocols and solutions to ensure they remain compliant with legislative changes, technological advancements, and emerging threats is crucial for maintaining the long-term security and accessibility of the reports.

<u>GLOSSARY:</u>

1. **Case File**: A collection of documents pertaining to a specific investigation.
2. **Client Brief**: Instructions and objectives provided by the client commissioning the investigation.
3. **Disclosure**: The act of making information known, particularly in the context of legal proceedings.
4. **Due Diligence**: The comprehensive investigation and verification of the details of a case before proceeding with legal action.
5. **Fact-finding**: The process of gathering factual information through various investigative methods.
6. **Inference**: A conclusion reached based on evidence and reasoning rather than explicit statements.
7. **Integrity**: The quality of being honest and having strong moral principles that is essential in investigative work.
8. **Interview Protocol**: The set of guidelines that dictate the conduct and procedure of interviews during an investigation.
9. **Investigative Hypothesis**: A provisional idea or theory that guides the investigation process.
10. **Logical Analysis**: The process of using reasoning to identify patterns, correlations, and cause-and-effect relationships in data.
11. **Observation**: The action or process of closely monitoring or watching something or someone as part of the investigative process.
12. **Operational Security (OpSec)**: Procedures and practices designed to protect sensitive information from being disclosed to unauthorized individuals.
13. **Primary Source**: Original material or evidence directly obtained by the investigator, such as photographs, documents, or direct testimony.
14. **Relevance**: The quality of information being directly related to the case or investigation at hand.
15. **Secondary Source**: Information that was created later by someone who did not experience first-hand or participate in the events or conditions.
16. **Situational Awareness**: The perception and understanding of environmental elements and events concerning time and space, the comprehension of their meaning, and the projection of their future status during the course of an investigation.
17. **Standard Operating Procedures (SOPs)**: Established or prescribed methods to be followed routinely for the performance of designated operations or in designated situations.
18. **Tactical Planning**: Short-term planning that is focused on achieving specific goals within a particular operational aspect of the investigation.
19. **Testimony**: A formal written or spoken statement, especially one given in a court of law.
20. **Validity**: The extent to which a concept, conclusion, or measurement is well-founded and corresponds accurately to the real world.
21. **Verification**: The process of establishing the truth, accuracy, or validity of something during the investigation.
22. **Work Product**: Documents and materials developed during the investigation process that reflect the investigative efforts and findings.