
INTERVIEW PLAN TOOL

Purpose: The Interview Plan is an essential part of the investigation process, providing interviewers with a structured approach to interviewing witnesses.

How to use this tool: Investigators develop an interview plan for each witness. The Sexual Exploitation, Abuse, and Harassment Investigation Guide suggests using the PEACE model of interviewing: **P**reparation and planning, **E**ngage and explain, **A**ccount, **C**losure, and **E**valuation. An interview plan must be developed for each witness including the survivor and Subject of Complaint. Additional information on the PEACE model can be found in section 5.3 of the *Sexual Exploitation, Abuse and Harassment (SEAH) Investigation Guide*.

Definition of key components

- **Preparation and planning:** In this phase, interviewers ensure they have all available information to conduct the interview and prepare for the date/time, format, objectives, and key questions that need to be asked.
 - **Engage and explain:** In this phase, interviewers build a rapport with the witness and make them feel comfortable with some open background questions. In this phase of the PEACE model investigators must:
 - explain why the witness is being interviewed, the format of the interview, and what they can expect;
 - state that their role is to establish the truth and remain impartial in the investigation;
 - get informed consent for recording the interview, if doing so.
 - **Account:** In this phase, interviewers gain an account of the alleged incident according to the witness' perspective, allowing the witness to provide their version of events. Investigators ask any follow-up questions or seek clarification on the witness' account during this phase.
 - **Closure:** In this phase, interviewers summarise the main points in the interview, ask the witness if they have any questions, and explain the next steps.
 - **Evaluation:** In this phase, interviewers assess their own performance during the interview, reviewing the information and updating the investigation plan as needed and making any adjustments for future interviews based on lessons learned.
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PREPARATION AND PLANNING

Investigators for the ThriveBridge NGO, Kamran and Amanda, prepare to interview Subject of Complaint, Eric, by going through this initial checklist and ensuring they have all the information needed. As the interview takes place, interviewers can use the checklists provided in each phase to ensure they have covered all critical points.

Interview preparation checklist	Yes	No	Comments
Interview objectives have been set.	X		Included below
Decision made on who will lead the interview and who will be present.	X		Notification sent on 1 March 2022
Location of the interview.	X		Kamran will lead, Amanda, co-interviewer
Date and time of the interview.	X		ThriveBridge NGO's HQ
Duration of the interview and breaks.	X		8 March 2022 at 4pm
Pre-interview disclosure or information.	X		90 minutes, 2 breaks
Digital recording	X		Provided
Digital recording:	X		Yes

Interview objectives:

- Establish that the identity of the Subject of Complaint being interviewed is the person who is alleged to have committed the act of SEAH in the complaint.
 - Verify that the Subject of Complaint is bound by the organisation's PSEAH Code of Conduct and the alleged act is a breach of that Code of Conduct.
 - Establish if the Subject of Complaint can provide exculpatory evidence in relation to the alleged act.
 - Hear the account of the Subject of Complaint on the alleged act.
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Information on the witness being interviewed

Witness full name:			
Witness' native language:	Yes	No	Comments
Does the witness have a physical or learning impairment?		X	
Does the witness have an identified mental health difficulty?		X	
Does the witness require translation?		X	
Is the witness also a survivor?		X	
Does the Subject of Complaint have access to the witness?	X		This has been included as a risk and mitigation measures are in place
Is there evidence of previous intimidation by the Subject of Complaint or other party toward the witness?		X	

How does the nature of the offence (e.g., level of violence/aggression) impact the witness' account?	N/A
What is the witness' emotional state?	
What is the relationship between the witness and the Subject of Complaint?	Witness is the Subject of Complaint

Pre-interview disclosure

Before interviews begin, investigators must decide which information they should disclose or provide to a witness before the interview. This is particularly important for interviews with the Subject of Complaint. The Subject of Complaint should be given enough information about the allegation to enable them a fair opportunity to provide a meaningful account. However, there is no obligation to disclose everything in advance of the interview. Pre-interview disclosure should be written, a copy given to the Subject of Complaint and a copy, signed by the Subject of Complaint, retained.

Pre-interview disclosure checklist for Subject of Complaint	Done	Not Done	Comments
The SOC has been made aware of the Code of Conduct or policy that the alleged behaviour breaches	X		
The SOC has been made aware of the obligations to cooperate in the investigation according to the Code of Conduct and/or organizational policy	X		
The SOC has been made aware of the confidentiality requirements and consequences of breaching those requirements	X		
The SOC is made aware that this is an administrative investigation	X		

ENGAGE AND EXPLAIN

Engage and Explain Checklist	Done	Not Done	Comments
Introduce the interviewer(s) and any translators or additional personnel present.			
Introduce the interviewee and any other parties.			
Explain rights and any other pre-interview information.			
Explain the purpose of the interview.			
Check for understanding and that interviewee is ready to continue.			
Obtain consent for the interview to be recorded.			
State the date and time of the interview			

Key talking points to build rapport:

- Ask the Subject of Complaint about his work:
 - How long have you been working at ThriveBridge NGO?
 - What do you enjoy most about it?
 - What made you want to work in the humanitarian sector?

ACCOUNT

In this interview phase, investigators should provide prompts to the interviewee and allow the individual to speak. Use open questions to prompt the interviewee to account for their experience and use the template below to take notes on the answers and record any potential follow-up questions. Follow-up questions

Question	Notes on witness' answer	Evidence	Follow-up questions
	Answers to questions recorded here	Any issues arising from questions that require clarity to be noted here and the basis for discrepancy. i.e: "The **** asked me to help but I have only been in a few times"	Here the 2nd interviewer can prepare questions to clarify discrepancies while the primary interviewer focusses on the interview plan and themes. Interview team can break the interview to discuss these questions.

CLOSURE

Closure checklist	Done	Not Done	Comments
Summarise the main points to the interviewee.			
Ask if the interviewee had any additional questions.			
Explain the next steps in the investigation process.			
Explain the purpose of interview.			
Request any evidence mentioned during the interview or additional evidence the witness would like to provide.			

EVALUATION

Date of evaluation:

Time of evaluation:

Individuals present:

Key points to cover:

- Review of the information and evidence provided in the interview.
 - Determine if any new evidence emerged.
 - Determine if any new witnesses emerged.
 - Determine if the investigation plan and/or risk plan need to be updated.
 - Assess if the interview objectives were met.
 - Determine the lessons learned from the interview.
 - What went well?
 - What can be improved for future interviews?
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