Targets for Investigations:

IOWA		DAY	

A   **Recorded** → **1**

SLA with BOCUs to place obligation to deal and refer within 14 days

B   **IO appointed** → **14**

C   **Complainant contacted** → **21** ← Telephone contact or recorded delivery

Decision Log — **30** — Investigation decision

D   **Complainant statement**

E   **Witness statement**   Decision Log — **60** — 60 Day Review - CI Ops — **120 Days not realistic**

F   **All officers interviewed**   **Management plan targets agreed**

G   **Evidence + typing ready** → Decision Log — **100** — 100 Day Review - CI Ops — **Reviewed**

H   **Report submitted** → **114**   **Letters to PCA/SMT**

I   **Reviewed by Branch Head** → **120** ← → **MI**

Reasons for delay IO Completion date