# Investigations

## Who Can Conduct Injury & Illness Investigations

- **Supervisors**: If confidentiality was not requested by the reporter, supervisors are automatically added to an investigation
- **Members of User Groups**: Organizations can create custom curated groups of departments and assign individuals. Individuals in these groups are automatically added to investigations where the group department was named in the report
- **Specialists**: Claim analysts or investigators assigned to an investigation can assign anyone in their organization to conduct an investigation including specialists like chemical or radiation contacts

## Conducting an Investigation

1. To begin, log in to the RSS Platform either by selecting the link in the notification you received or by going directly to https://app.riskandsafety.com and selecting the report from your "Workspace" on the RSS Platform homepage
2. Select the **People** tab to add additional investigators if needed. Search by name or email in the "Add a Responsible Person" field
3. Select the **Questionnaire** tab to answer all required questions relating to the injury/illness investigation
4. In the "Preventive Actions & Statement" section, answer the questions with "X" for deficient and "✓" for compliant. When a question is marked as deficient, you can enter further information on the next screen.
    a. Enter an action plan, days to resolve, upload attachments (images or documents), and enter final comments
    b. Select **Save Incident**
5. You can also **Set remaining responses for all categories** and select the desired response ("checkmark", "NA" or N/O" depending on your location's settings) and **Save**
6. When the investigation is complete, select the checkbox at the bottom of the form next to "Select when Employer Investigation is completed."
7. To submit, select the round three-dot menu in the lower right corner and select **Send to Resolution**

**Note**: The status of the investigation will change to “Resolution”. Any deficiencies identified in the investigation are now ready to be resolved.

## Resolving Incidents

Investigations that have a “Resolution” status and name you as an investigator will appear in your “Action Items” on the RSS Platform homepage.

1. After opening an investigation, select the **Incidents** tab and select a deficiency
    a. Once open, select **Resolve**
    b. Choose **Resolved** or **No Further Action**, then enter resolution comments and attach images or documents
    c. Select **Save**
2. Once all deficiencies on an investigation have been resolved, the investigation is automatically moved to the “Done” status