



ORACLE

INVESTIGATIONS GROUP

"PURSUING TRUTH IN EDUCATION"

TEN STEPS TO A SUCCESSFUL INVESTIGATION

Oracle Investigations Group, Inc. (OIG) is proud of its track record as California's Premier Education Investigation Agency. We have served numerous client schools and districts over the years and have received numerous accolades for our work. We realize that this is oftentimes the first time a client school has had to utilize the services of a third party investigator. For this reason, we have created this "Ten Steps To A Successful Investigation" document to provide clients with a snapshot of what to expect during this investigation process:

- 1) OIG requires clients to complete the "Case Intake Form" on our website prior to initiating investigative services work for our clients. Please complete this form in its entirety and with detail, as it will serve as the roadmap for this investigation. To access the form, go to www.OracleInvestigationsGroup.com, click on "Submit A Case," enter the password **oracle1234** and complete the form. Once OIG receives the Case Intake Form, we will review the form to ensure completeness. Several key notes to consider when completing the Case Intake Form:
 - Make sure to completely answer all questions on the form.
 - Be detailed in your case synopsis so our investigators have a clear understanding of the background leading up to the investigation.
 - Make sure to clearly define the issues you want our agency to investigate in the "Scope of Investigation" question. We need to have a clear direction regarding your investigative needs in order to best serve you.
- 2) OIG will send an electronic copy of our "Investigative Services Retainer Agreement" to the client. This comprehensive Agreement covers Client and OIG responsibilities to one another during the course of the investigation. Client will review the Investigative Services Retainer Agreement and will send OIG a signed and executed copy via email or fax.



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- 3) Client will send OIG the Retainer Fee outlined in the Investigative Services Retainer Agreement. Payment should be via check made payable to “Oracle Investigations Group, Inc.” and sent to our corporate office.
- 4) Once OIG has received (from Client) the completed Case Intake Form, signed Investigative Services Retainer Agreement and Retainer Fee, OIG will have the Assigned Investigator contact Client to begin the investigation process.
- 5) The Assigned Investigator will become the main point-of-contact with the Client at this time for all investigative needs. The Assigned Investigator will work diligently to complete the investigation in a thorough and timely manner.
- 6) Key points to consider during this investigation:
 - Whenever possible, it is preferable for the Client to communicate with OIG via email, as this communication will serve as an official record to preserve communications and requests. We are available and welcome phone calls and in-person communication as well.
 - On average, it takes OIG six (6) to eight (8) weeks to complete an investigation from start to finish. This turnaround time is dependent on the Client providing all necessary documentation, reasonable access to parties involved in the investigation and solid communication between the Client and OIG. This completion time frame window begins the date all items outlined in # 4 above (Case Intake Form, Investigative Services Retainer Agreement, Retainer Fee) are received by OIG. OIG will communicate with the Client should it be determined that the investigation cannot be completed within the specified timeframe.



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- It is critically important that the Client understands OIG’s role as an independent third party investigator during this investigation. As such, OIG will not provide investigation updates to Client unless (1) such updates are regarding criminal law violations, (2) the update involves severe personnel matters that require immediate action or (3) updates were previously agreed upon with client. At the conclusion of the investigation, OIG will produce a detailed report along with pertinent documents to the Client for review.
- Occasionally, our investigators uncover evidence during an investigation that supports separate allegations not initially outlined in the original Scope of Investigation request. If our investigators uncover such evidence, OIG will notify the Client in order to determine if the Client wants OIG to investigate the additional allegation(s). OIG will require an email from the Client authorizing OIG to investigate the additional allegation(s).
- Criminal vs. Civil Matters –OIG is often asked to conduct internal administrative investigations on matters that have also been submitted to a local law enforcement agency for criminal review. Local law enforcement agencies occasionally and initially decline to follow up on or file cases that were submitted by OIG clients for several reasons, including uncooperative victims/witnesses and lack of evidence. Many times these agencies do not have the resources to investigate these matters in detail and therefore decline criminal pursuit. This does not mean that criminal law violations did not occur. On numerous occasions, OIG has used the internal administrative investigations we conduct to put together criminal cases for local law enforcement agencies after they originally declined involvement or criminal filing. For this reason, it is important for schools to conduct their own independent administrative investigation that may parallel a law enforcement investigation to protect the school in the event of any future civil liability and/or litigation. This parallel investigation that OIG conducts is useful for the school in determining administrative actions to be taken against the school employee, if necessary. OIG’s Investigators hold credentials as former law enforcement detectives and supervisors. For this reason, we make every effort to liaison with local law enforcement officials as they conduct their investigation.



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- 7) Once OIG has completed the investigation, we will contact the Client to notify them that the report is ready. Oftentimes, clients elect to have their law firm review the report to ensure all legal matters are covered within the Investigative Findings. OIG suggests that the Client authorize our agency to coordinate with your designated law firm during this investigation. Client approval can be provided by filling out the Case Intake Form on our agency's website. At this point, the final investigation report will have been reviewed by the investigator, the supervising investigator and the school's law firm.
- 8) Once the Investigation Report has been reviewed by our agency and your law firm (if authorized), the Investigation Report will be submitted to the designated party for review via email. Attachments supporting the report will be included as attached files in the email or via a file-sharing link if the file sizes are too large. Generally speaking, the report will go to the school or district's Board of Directors for review. We recommend that Executive Directors, Principals and/or Site Administrators not receive the final report.
- 9) OIG will submit its final invoice for services performed to the Client at this time via email to the designated receiving party. Per the signed Investigative Services Retainer Agreement, full payment of the final invoice is due within fifteen (15) business days of electronic receipt of the invoice.
- 10) OIG will follow up with the Client post-investigation to determine any administrative action taken by the school and/or district. OIG may request a written update for our case files and/or client to provide a testimonial regarding services performed.

As the designated representative for my school or district, I affirm that I have received, reviewed and agree to the aforementioned "Ten Steps To A Successful Investigation." Should I or my school or district have any additional questions outside of the scope of this document, I will notify Oracle Investigations Group, Inc. via email or telephone of said question(s) or concern(s).

Client Signature

Date

Client Name

Title