**10 Hints and Tips for Desktop Review**

1. Be clear about your role and that of the process – that is review what happened it is not an investigation or an appeal hearing
2. Consider the evidence impartially – guard against bias
3. Consider both sides of the case – ensure a fair hearing
4. Take care with new evidence – due process – why now?
5. beware of hindsight – decision are made on the information available at the time
6. Know what outcome the complainant seeks – manage expectations
7. Exercise discretion fairly and consistently = - beware of red hat thinking
8. Decide how and when to communicate the decision – et the parties know when that will be
9. Give a clear decision and explain the reasons for it – fair in the circumstances of that particular case
10. Keep good records – an audit trail