



## "Thorough • Transparent • Fair"

To complement our extensive range of mediation and dispute resolution services, 2Collaborate carries out independent investigations into:

- allegations of **bullying, harassment, sexual harrassment** or **discrimination**
- allegations of **misconduct or gross misconduct**
- as part of **internal disciplinary** or **grievance procedures**
- into **allegations of wrong doing** including **issues of fraud**
- into **allegations or complaints** from other staff members, customers, clients or services users.

*When you commission 2Collaborate to deliver your investigation we will provide you with a full support package including template documents and other useful resources.*

## Years of Investigation Experience

2Collaborate has many years experience of working in sensitive and complex workplace situations. We have a sound and ethical philosophy and a clear commitment to quality. This translates into a service that you can trust and one that you know will be effective.

The three key benefits of using 2Collaborate to deliver your investigation:

### 1. Preparation ☐☐☐

We work with you to ensure clear boundaries and clear Terms of Reference. We never start an investigation until we are ready.

### 2. Delivery ☐☐☐

We are skilled interviewers and we obtain the best quality evidence available.

### 3. Closing ☐☐☐

You receive a thorough report, debrief and key learning points on conclusion of the investigation. As part of the process, we provide confidential guidance and support to help organisations identify and implement any systemic or other changes required within the workplace which may have been highlighted as part of the investigation process.

## Investigation Process

An effective investigation typically involves the following stages:

1. **Initial site meeting** with client to receive full briefing and documentation.
2. **Agreeing the terms of reference** and scope of the investigation with the client and parties to the investigation.
3. **Prior preparation** including reading all available literature including a chronology of events.
4. **Gathering as much information** as possible including interviews.
5. **Interviewing all parties** including witnesses (in complex cases, we interview key parties more than once)
6. **Assessing the evidence collected** in terms of its relevance, corroboration etc.
7. **Arrange sign off of the record** of interview by the parties.
8. **Preparing the final report** and providing clear and unambiguous findings.
9. **Feedback and full debrief** (*we also attend hearings and appeals if required*).

Investigations are often very involved, complex and stressful for all parties. To undertake a full and proper investigation, there is no escaping the fact that they can take a considerable amount of time and resources – we will work with you at the outset to clarify just how long will be required based on the specific nature of the issues that you wish to be investigated.

## Investigation Report

A thorough, detailed and rigorous report is provided in all the cases that we investigate. Our investigation reports stand up to scrutiny either at an internal panel hearing or at an employment tribunal.

Contents of the Investigation Report:

1. **Introduction and executive summary.**
2. **Details of the issue(s)** investigated and clear terms of reference agreed by the parties.
3. **Details and context of all parties interviewed** including witnesses.
4. **Transcripts** of interviews of parties, witnesses and any other person deemed to be integral to the investigation process.
5. **Details of evidence collected** from interviews and any other means (email, phone records etc)
6. **Details of specialist advice** taken such as specialist legal advice.
7. **Issues of consistency/inconsistency.**
8. A **recommendation** as to whether or not there appears to be a case to answer.
9. **Clear and unambiguous findings** referenced against each allegation.
10. **Relevant appendices** to the case in question.

## Why 2Collaborate?

2Collaborate investigators use a variety of skills, strategies and techniques during the course of their investigation. Our investigation experts ensure that the investigation is: *Thorough • Transparent • Fair*

These skills include:

- The ability to **prepare meticulously**
- To be able to create and control a safe environment for the investigation
- **Active listening**, questioning and summarising techniques
- The ability to **remain neutral and impartial** – not to make judgements
- The ability to **analyse and assess** often complex information involving a variety of attitudes, behaviours, feelings, perceptions and facts

- **Overcoming blocks and barriers** to an investigation
- Ensuring that **privacy and confidentiality** where possible is respected
- Writing a thorough, **transparent and fair report**.