



Investigating Complaints In the Workplace

Programme Aim

- This is a comprehensive and practical training programme designed to guide managers with regard to best practice investigation techniques. It is ideally suited to employees in a management role who will be responsible for or involved in conducting workplace investigations.

Programme Overview

- Participants will learn the theory and partake in a series of activities that will give them the opportunity to practice new skills and discuss issues openly thus embedding the concepts covered in the programme.

Programme Outline

Ensuring Procedural Fairness

- Disciplinary policies and procedures
- The principals of natural justice and fairness
- Fair procedures and the Employee Appeals Tribunal/ Labour Court

Planning the Investigation

- Communicating the investigation process
- Establishing the core issue under investigation
- The role of each person at the investigation meeting

Cont.





Planning the Investigation cont.

- Taking statements and obtaining signatures
- Preparing the presentation of allegations
- Preparing a relevant questioning strategy
- Ensuring confidentiality
- Suspension considerations
- Maintaining written records
- The appeal process

Conducting the Interview

- The meeting structure
- Determining the facts
- The use of adjournments
- Note taking

Actions Post Investigation

- Making a fair and impartial determination
- Reporting conclusions
- Consistency and fairness of sanction
- Retaliation
- Counselling
- Disciplinary procedures
- Summarily dismissal

