

# Conducting Investigations

Being able to conduct comprehensive investigations into alleged disputes or accusations of misconduct is an important part of any equitable and transparent working culture. It's also an important tool in challenging discrimination and harassment in the workplace.

Within the Civil Service, when such an issue arises, the role of the investigator is to establish the essential facts, looking for evidence that may support or contradict the allegation. Operating in an impartial and objective manner, it is not the investigator's job to prove guilt; simply to investigate whether there is a case to answer. It is however their responsibility to ensure that the process is properly independent, run in a timely fashion and to the expected quality standard.

## Description

For many managers, conducting an investigation is an extra responsibility that exists outside of their core job description, requiring certain additional skills. If you find yourself required to investigate disciplinary issues or dispute resolution complaints, this topic provides the fact-finding, interviewing and report writing needed to do this in a way that's fair, effective and legally compliant. It supplements the 'Discipline and grievance' topic – which you should revisit if you want further detail on this subject – and is aimed at newer investigators in need of formal training as well as existing investigators looking to refresh their knowledge.

## What does it involve?

This topic features several online learning activities, lasting 75 minutes in total. These provide an overview of disciplinary and dispute resolution processes and the roles and responsibilities of the different people involved. There's also a tutorial on how to address bullying, harassment and discrimination in the workplace.

These activities are followed by an all-day face-to-face workshop. This provides an opportunity for you to practise preparing for and conducting an investigation; considering what constitutes appropriate questions and questioning techniques to be used during an interview. It's also a chance to explore the behaviours required to deal with difficult issues and to understand the procedures to be followed once an investigation is complete. After the workshop, you'll be expected to produce an action plan, showing how you'll transfer what you have learned back to the workplace. You're also encouraged to stay in contact with your fellow learners to support each other in future, sharing experiences and best practice.

## What's the outcome?

By completing this topic, you'll understand the process for investigating discipline and dispute resolution cases. As well as understanding your role and responsibilities as an investigator, you'll also be able to explain the legal framework that determines how an investigation is conducted. Having been shown to how prepare for an investigation meeting, you'll be able to produce a generic investigation plan, pursue an appropriate line of questioning and feel confident in dealing with difficult issues during the course of an interview.

## Learning activities



Online  
resources

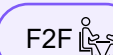


Workshop

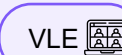


Action  
plan

### Delivery method:



F2F



VLE

### Estimated learning time:

8 hours 15 minutes

## How to book

[bookings.governmentcampus.co.uk](https://bookings.governmentcampus.co.uk)

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