



Workplace Investigations

The Futures Group – Professional, impartial investigations demonstrate your commitment to your people

What is a Workplace Investigation

A workplace investigation is an independent inquiry into allegations about an employee's conduct or behaviour that if substantiated would breach an internal or external policy/procedure or regulation and it would attract disciplinary action.

Almost every organisation will have to investigate a complaint, alleged employee misconduct, or a potentially undesirable situation in the workplace at some point.

Our Investigation Speciality

The Futures Group provides independent and impartial investigation services for situations ranging, from dealing with informal complaints to significant and complex formal investigations.

We deal with matters of evidence related to misconduct, harassment, bullying or discrimination but provide insight into the underlying causes of the complaint such as management style, cultural issues, procedural issues and more.

Benefits of Outsourcing

There are many benefits to outsourcing an independent specialist:

- Greater impartiality and decreased perception of bias;
- A proven streamlined approach to achieve an outcome;
- Specialist up-to date knowledge and experience;
- Less of a time burden on your business;
- Ongoing free support and advice post investigation.

The Futures Group can also undertake workplace mediations to address issues before they escalate and assist you by training your staff and putting policies and procedures in place to meet your duty of care to protect staff from harassment and workplace bullying.

How The Futures Group can help you

Workplace Investigations

Any complaint, allegation or rumour of employee misconduct, harassment or bullying should be thoroughly investigated and resolved.

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This requires a structured professional approach to gathering facts, sorting out details, analysing the information and reaching a conclusion that leads to action within the workplace; or a comprehensive response to an external complainant or agency such as Equal Employment Opportunity Commission.

The internal or external perception of how thoroughly and objectively that investigation has been conducted is critical.

By engaging the independent professional services of The Futures Group you ensure:

- The investigation is seen to be independent, impartial and objective;
- The investigation will be thorough, and its methodology and documentation will stand up to rigorous scrutiny;
- Investigators are experienced in dealing with complaints from the operational to senior executive and Board levels, including liaison with unions or other external parties representing those involved in a complaint or allegation.

Once a complaint or issue has been investigated, The Futures Group can undertake workplace mediations to address a specific situation, and help you assess and recommend action or policies to mitigate the risk of similar issues in future.

Prevention is better than cure

Every employer should have:

- Policies to prevent workplace harassment, discrimination and bullying.
- A workplace culture that encourages employees to voice any grievances or concerns without fear of prejudice or victimisation, and with the knowledge that they will be investigated thoroughly and impartially.
- Easy access for employees to thorough, professional and impartial investigation of complaints or allegations.
- A rigorous process for managing informal and formal complaints.
- Clearly articulated disciplinary measures for those who contravene policies.
- Effective employee training to all ensure know what is considered unacceptable behaviour; what is unlawful discrimination and bullying; and what to do if subjected to it.
- Training for supervisors and managers in their accountabilities and to give them the skills to deal with unlawful discrimination or bullying in the workplace.

The Futures Group can help you develop the solid framework to ensure you mitigate the risks and fulfil your obligations to protect your staff from workplace harassment, discrimination and bullying.

Should a complaint or allegation arise, a professional, timely, and impartial investigation by The Futures Group demonstrates your commitment to fair and objective treatment of staff and the effective resolution of issues.

The Futures Group is a multi-disciplinary organisational consulting company. We provide expert advice and practical strategies to build the performance, capacity and engagement of your staff at an individual, team and organisational level.