WISE Workplace provide specialist investigation services for employers and HR departments to deal with a variety of workplace issues.

How do I appoint an investigation with WISE Workplace?

1. Provide a letter of appointment to WISE Workplace outlining the Terms of Reference for the investigation to be undertaken. A Fact sheet on drafting a Terms of Reference is attached.

2. Sign and return our contract of services. The contract includes guarantees on how the work will be conducted, confidentiality and the terms of payment.

3. Organise a briefing for the investigator, this may be in person or over the phone. At the briefing the investigator should be provided with copies of all relevant documents such as letters of complaint, previous investigation reports, policy documents, employment contracts and other relevant information.

4. Appoint a client liaison person as the main point of contact within your organisation for the investigator.

5. The client is responsible for contacting all employees known to be involved in the investigation and informing them that WISE Workplace has been appointed to conduct an investigation. When the investigator has been informed that these notifications have taken place the investigation can begin.

What happens after the investigation has started?

6. Shortly after receiving the briefing or after interviewing the main complainant the investigator will provide you with an updated Investigation Plan (IP) with an estimate of costs.

7. The investigator will keep you informed of the progress of the investigation as required, normally this will be a weekly update and notification of other significant events during the investigation process.

8. Any additional witnesses or documents that are required during the investigation will be requested through the client liaison and relevant notification made by the client prior to contact being made by the investigator.

9. Any formal allegations to be put to a respondent during the investigation will be sent as a draft to the client and agreed before the investigation proceeds.

10. Where an investigation requires more time than initially estimated the investigator will discuss this with the client with the options available.

What happens at the conclusion of the investigation?

11. When the investigation stage is completed the investigator will prepare a report tailored to the needs of the client as specified in the Terms of Reference. This report may be a Short report suitable for executive decision-making or a Comprehensive report suitable for court. Investigation reports provide determinations on the facts alleged and can if required provide feedback on relevant systemic issues.