



WORKPLACE INVESTIGATION SERVICES

PROFESSIONAL INVESTIGATION OF
EMPLOYEE GRIEVANCES



EMERGENCY SUPPORT
NETWORK PTY LTD

Specialising in People Risk Management

WHAT IS A WORKPLACE GRIEVANCE?

Organisations employ many diverse individuals. With different life experiences, values and opinions it is not surprising that employees encounter difficulties with another person at work.

A workplace grievance is any type of problem, concern or complaint relating to either colleagues or the work environment. A grievance complaint may be about any behaviour, omission, situation or decision that a person perceives to be unfair or inappropriate.

Workplace grievances include but are not limited to:

- Misconduct
- Bullying and harassment
- Discrimination
- Disciplinary issues
- Complaints and grievances

ORGANISATIONAL AND EMPLOYEE RISKS

Grievances may place both employees and the organisation at risk. In the event that grievances are not addressed they may result in:

- Legislative and legal breaches
- Increased absenteeism due to stress
- Low morale in the workplace
- Lowered productivity
- High turnover for employees
- Damage to organisational reputation

THE BENEFITS OF USING ESNs INVESTIGATION SERVICES

The Emergency Support Network (ESN) is a licensed Security Agent. Aiming to objectively investigate the grievance as fairly as possible the goal is to provide useful and achievable recommendations based on those findings.

Our investigators:

- Hold a Certificate III in Investigative Services and / or a Certificate IV in Government Investigations / Government Statutory Compliance / Regulatory Compliance
- Are experienced in Psychology and/or Human Resources and / or Industrial Relations
- Are well versed in all aspects of applicable legislation, OSH/EEO standards, required compliance, governance and risk management
- Maintain professional standards with respect to confidentiality, recording and reporting processes
- Well versed in defusing emotional distress for participants and promoting participant well being and sense of safety

Our investigations:

- Are conducted sensitively, in a neutral and objective manner
- Promote the principles of procedural fairness and natural justice
- Are transparent, systematic and timely

WORKPLACE INVESTIGATION PROCESS

Once an organisation has decided that an external grievance investigation is appropriate, the following process is used by ESN.

- Investigation briefing meeting
- Review of complaint and prepare draft plan
- Interview with Complainant
- Interview with Respondent
- Interview with witnesses
- Data analysis and report writing
- Finalisation of report findings and recommendations
- Report submission to organisation

(Please note: While it is preferable to interview the parties in the order of Complainant, Respondent, and potential witnesses, there are no prescribed requirements for this order and different situations necessitate variation.)

INVESTIGATION INFORMATION

- All parties have the right to choose an appropriate support person to attend the interviews with them. They must be from the organisation but not a part of the investigation. The support person does not represent the interviewee in any way. Their role is to provide emotional support to the interviewee throughout the interview.
- All interviews are kept strictly confidential and are not discussed with any other person in the workplace other than appropriate HR and management personnel.
- Where possible interviews are generally audio taped and transcribed to maintain the integrity of the information.
- Although recommendations will be made in the report, it will remain the decision of the organisation to determine the actions and solutions that may be applied.

FOR FURTHER INFORMATION, PLEASE CONTACT

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