



**Useful information relating to handling of issues  
with staff**

**Please pass to both your HR & Business  
Managers**

# **Independent Investigation Services**

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## **Nobody wants trouble at work but often trouble is what happens**

This applies very strongly in things that relate to **Disciplinary, Grievance &** wider team problems needing **Appreciative Review**.

If you do need to act in relation to these things you then have to consider how strongly. There can be a **vast difference** on the appropriate approach depending on **circumstances**.

For sure choosing the **right approach** is critical as is getting the **right people** to work on the problems for you.

The challenge at hand is to resolve matters as **quickly** as possible without **compromising** day to day business and indeed future business plans.

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Of course, the reality is that many situations are **complex** & it takes the input of **experienced** people to sort things out.

Naturally though – often the right resource available from any organisations ‘talent pool’ is **limited** – they tend to be busy people.

**It is quite a challenge!**

**So, what to do?**

Increasingly organisations are looking to utilise services like our own which undertake **independent** investigations.

The reasons they do this are several fold.

**Typically:**

- Disruption to everyone involved is lower
- Impact on business development is reduced
- Issues are resolved more quickly with better outcomes
- Using a ‘safe pair of hands’ reduces potential for appeal & indeed potential tribunal

**The bottom line is we are here to help.**

We have an **experienced** flexible Investigation team available to work with you & **especially** able to tackle ‘hard to handle’ cases.

We understand you can’t know when a problem will come so we also try to be as **responsive** as possible when needed.

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Our Investigation Service can do as **much or as little** as is required but most often undertakes a **full investigation** & delivers a complete package including the report and case file.

Sometimes the problem is **wider** & it is actually a whole team that needs looking at – that's where our **Appreciative Reviews** come in.

We are intent on offering a **square deal** where you only pay for what we do, working on clear rates which are reasonable.

The service is **synergistic** with the rest of One Wests' offer and because Investigations can be associated with Audit, Risk, GDPR & Fraud Assurance etc. we are able to tie everything together for you if something happens.

Want to know more? We would be very happy to talk.

**Drop a line to us via:**

[steve\\_debruin@bathnes.gov.uk](mailto:steve_debruin@bathnes.gov.uk) or [jon\\_evans@bathnes.gov.uk](mailto:jon_evans@bathnes.gov.uk)

You might also like to check out our website: [www.onewest.co.uk](http://www.onewest.co.uk)

**Thanks & we look forward to speaking with you.**

**The One West Team**

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**Our mailing address is:**

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