

Outsourcing Grievance & Disciplinary Investigations

“Use an expert organisation to do the work quickly, effectively, thoroughly and to a very high standard”

Outsource what?

Investigations into:

- Grievance allegations
- Disciplinary allegations
- Redundancy appeals
- Bullying/harassment allegations
- Whistle blowing

Why Outsource?

- Managing and investigating grievance and disciplinary cases is a huge drain on internal resources
- Resolving cases quickly will reduce paid absence
- Impartiality strengthens the employer's position

Disciplinary Investigations

“Investigations into an employee’s behaviour or actions following the employer initiating the disciplinary procedure”

For example:

- Bullying/harassment/discrimination
- Misconduct/gross misconduct
- Appeal hearings

But not:

- Specialist legal malpractice
- Specialist health & safety issues
- Forensic accounting issues

Grievance Investigations

“Complaints raised by an employee or contractor against the employer or another employee”

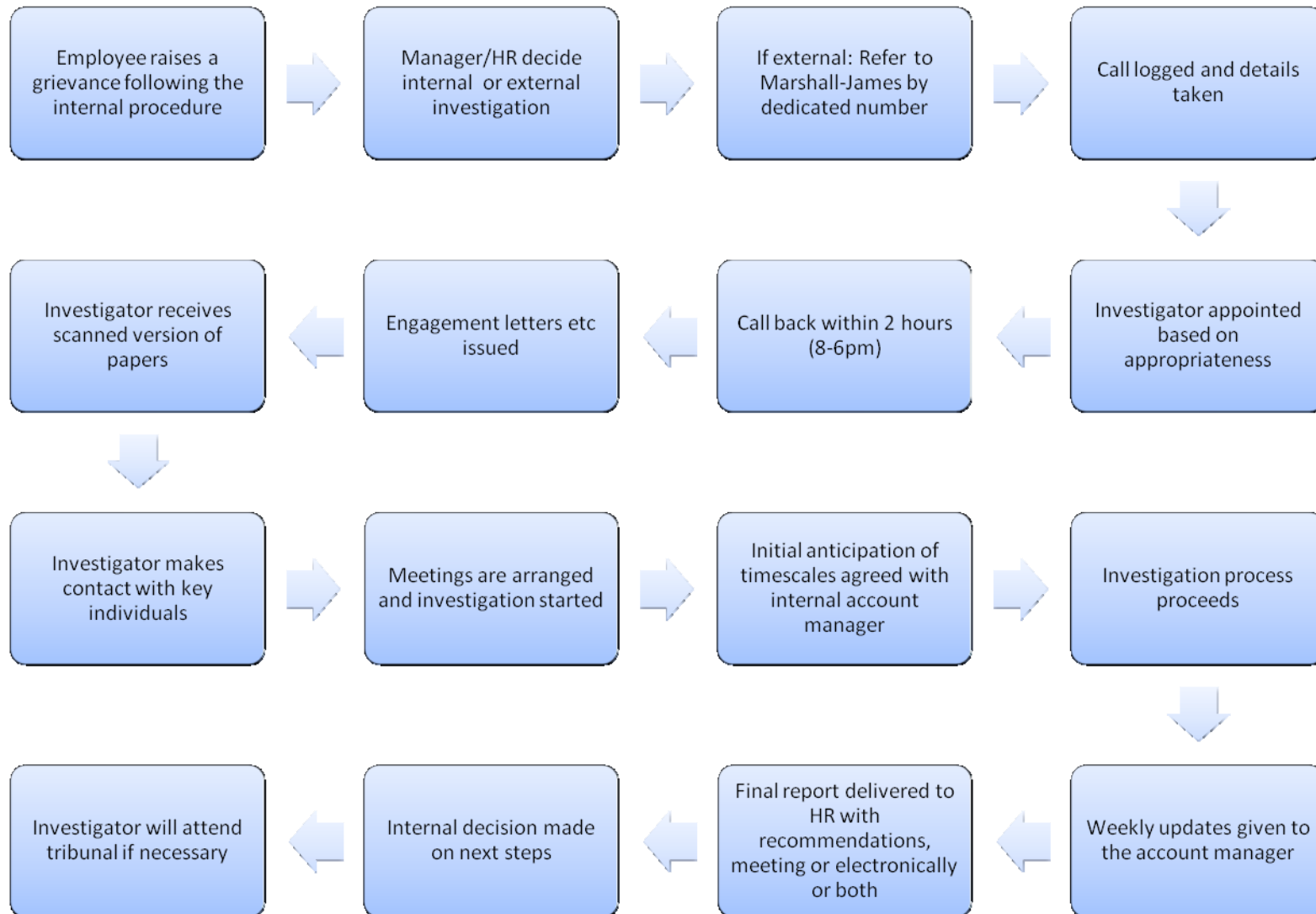
For example:

- Bullying
- Harassment
- Unfair treatment
- Discrimination
- Pay decisions
- Selection for redundancy
- Appeals
- Whistle blowing
- Contractors

But not:

- Forensic investigations
- Complaints by customers
- Specialist health & safety issues
- Involving commercial law

The typical process



Why use Marshall-James

- Fully outsourced solution or on a case by case basis
- All investigators are fully trained and experienced
- We aim to complete a case in 7 days, subject to complexity
- IT based solution makes tracking easy – training provided
- Dedicated investigator will work on case from start to finish
- The workload is managed carefully and a supervisor is appointed as back-up
- Employment law support if necessary



continued

- Investigator will present evidence at a tribunal if requested
- A 2 hour response during the work day is guaranteed
- Appropriate investigator appointed
- Minute taker/admin provided
- Service level agreed for each client
- Excellent experience of working with union reps/employee reps
- Professional/business like approach
- Swift resolution of conflict

Costs

- 12 or 24 month agreement with 3 month notice
- Agree the volume in advance based on calendar year
- Pay quarterly in advance with discounts based on usage
- Rate 1 - based on 20 days or less
- Rate 2 - based on 21 – 50 days
- Rate 3 - based on 50+ days
- Reduced rates for charities