



Optimum Results

**Business Training Experts**

# Investigating Complaints In The Workplace

## Programme Overview

- Openly discuss the issues and procedures around the investigation of workplace complaints.
- Familiarise participants with best practice regarding the conducting of workplace investigations.

## Programme Outline Planning The Investigation

### Ensuring Procedural Fairness

- Disciplinary policies and procedures
- The principals of natural justice and fairness
- Fair procedures and the Employee Appeals Tribunal/Labour Court

- Communicating the investigation process
- Establishing the core issue
- The role of each person in the meeting
- Taking statements and obtaining signatures
- Preparing the presentations of allegations

- Preparing a relevant questioning strategy
- Ensuring confidentiality
- Suspension considerations
- Maintaining written records
- The appeal process

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