

Resolution at Work
Supporting Creative Conflict Management



Workplace Investigation Services

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Wat our clients say

About Resolution at Work

Resolution at Work provides a range of services to enable clients to positively manage conflict within the workplace. We have a team of associates with a wealth of experience as HR practitioners, trainers, mediators, employment lawyers and conflict resolution experts. Resolution at Work provides services linked to resolving workplace issues; this includes conducting neutral assessments, acting as independent mediators, conflict coaches or independent investigation officers in complex matters. In addition, we provide associated training services designed to enable others to attain the necessary skills to resolve workplace issues.

Our investigation services

We provide an independent workplace investigation service led by experts; ensuring an objective and robust process to reduce the risk of employment claims. The service includes:

- Undertaking independent investigations for disciplinary matters or grievances including the provision of note taking services where necessary.
- A follow up complimentary one-hour advice session to review any lessons learned and manage and resolve conflict positively going forwards.
- Independent advice on disciplinary or grievance processes and other resolution options.
- Provision of independent experts to assist with or hold disciplinary or grievance hearings or appeals.

Our approach

Our approach is founded on fundamental principles that we consider to be vitally important:

- Obtaining a clear briefing and relevant documentary evidence.
- Providing a clear estimate of the estimated time commitment, costs and timescales involved. Any variations will be agreed in advance.
- Transparency and openness of the process for all concerned from the start; including agreeing terms of reference and clarifying the process.
- Ensuring the correct procedure is followed at all times, or variations are agreed when this is appropriate.
- Conducting the investigation in a manner which demonstrates our neutrality and independence throughout.
- Dealing with all witnesses and parties sensitively and with dignity and respect.
- Providing regular updates to all involved in the process.

- Ensuring all information, documents, evidence and communications are dealt with in a way that is secure and preserves confidentiality.
- Balancing the need for thoroughness with completing the process within sensible timescales.
- Not sitting on the fence! This is an uncomfortable position that helps no one. It is one that we do everything to avoid by undertaking a clear and objective evaluation of the evidence based on sound evidential and legal principles.
- Provision of a robust report in clear and neutral language that provides a clear basis for decision-making.
- All draft reports are peer reviewed in order to sense check and test reasoning/analysis of evidence and conclusions drawn.



We have conducted workplace investigations for a wide range of clients, including both private and public sector organisations. These include for example:

- Various university/HE sector clients
- Schools
- Pharmaceutical
- Local authorities and county councils
- Various housing associations
- Corporate sector
- Government bodies
- Various not for profit/voluntary sector organisations
- NHS trusts

The feedback from clients confirms that our approach is highly valued. In particular, our ability to quickly grasp and identify the relevant issues, our response times, clarity of reports and the manner in which investigations have been conducted has been commented upon, by our clients. We are particularly proud that those involved in the investigation process have also commented positively on the manner in which we have conducted matters even where they may not have been satisfied with the outcome.

“Alison’s speed of response was excellent and this was very important to us. She immediately gave us confidence that she had the right capability to work at a senior level and demonstrated that she was able to work in an environment that was quite political and provide an objective and clearly articulated objective perspective. A fantastic job and she delivered exactly what we wanted. I would highly recommend Alison to my contacts and network and look forward to working with her again in the future.”

Linda Asamoah, Director of HR, Royal College of Physicians

“It’s always been an absolute pleasure to work with Dionne. She is always professional, prompt to respond and looking for a constructive outcome in every situation. We have greatly appreciated the work she has done for us. Working with witnesses in what can often be challenging circumstances requires a high level of emotional intelligence and skill. Throughout Dionne managed every meeting with professionalism and sensitivity, working towards a constructive outcome for all parties. Her communication was prompt and focussed and allowed the company to entrust her with managing a complex situation greatly enhancing the value to the business and to managers involved. This is an incredibly challenging environment and Resolution at work and, Dionne in particular, have delivered for the company without fail. The value gained from being able to trust Dionne/Resolution at Work to manage complex casework has been immensely valuable to the organisation. It gives an independent and professional credibility to the process and enhances the reputation of the business as a result.”

Andy Perry, RWM

For complex and difficult employee relations issues or group conflicts Neutral Assessment can be a powerful and more constructive alternative to formal processes. It provides real business benefits and identifies practical solutions not available with formal processes. Neutral Assessment is a process where an independent and neutral person is appointed to assist in understanding the causes of complex employment issues and identify potential solutions. It is not part of a formal process so can more effectively identify underlying causes, potential solutions and provide risk-assessed recommendations. It is empowering for those involved as they have an opportunity to be listened to, their views taken into account and obtain feedback on outcomes. For further information on this award winning approach see our website www.resolution-at-work.co.uk.

Clients who have used this process have provided very positive feedback commenting:

“It has been of real value to those individuals taking part; it has helped them to feel listened to and enabled them to focus on future solutions.”

“It has resulted in achieving a resolution much quicker than we would have achieved through formal procedures.”

“It has been a very valuable process and gave us much more than we expected.”

All investigations are undertaken by independent and accredited mediators who are professional experts with a minimum of 10 years' experience at senior level, CIPD qualified and/or employment lawyers/accredited workplace mediators. All are regularly mediating and actively engaging in CPD; which includes peer group supervision with the team. Our various backgrounds and experience enable us to share our respective experience and knowledge to add further value for clients.



Alison Love Alison is an accredited workplace and employment mediator with over 40 years practical experience as an HR practitioner, employment lawyer and business leader. Alison is a Fellow of the Chartered Institute of Personnel and Development, a non-practicing solicitor, accredited workplace and employment mediator and conflict management coach and trainer. Alison is chair of the CMC Employment Workplace Group Wales and has been recognised by CIPD Wales Awards 2019 for her outstanding contribution to people development.



Sarah Embleton Sarah joined Resolution at Work in 2019. Sarah worked as a senior employment lawyer for Bristol based law firm Burges Salmon from 2000 – 2018. Sarah had a particular focus on complex employment matters with an emphasis on discrimination cases and senior executive disputes. Sarah has conducted alternative dispute resolution, mediations and workplace investigations.



Dorothy Johnson Dorothy holds a number of board positions and has worked across public, private, charity, not-for-profit, and community sectors. With over 40 years' hands-on experience, Dorothy has dealt with a wide range of employee relations issues and has a practical, pragmatic approach which quickly gains the confidence of those she works with. Dorothy is a Fellow of the Chartered Institute of Personnel Management.



Dionne Dury Dionne is an accredited workplace mediator and conflict coach with over 11 years' previous experience as an employment lawyer. Dionne joined Resolution at Work in 2016 and now leads the South West region. Dionne has extensive experience delivering conflict resolution training, carrying out mediations (individual and group), conducting complex neutral assessments and workplace investigations. Dionne is a member of the CMC Employment and Workplace Group. She also sits on the Restorative Justice Bristol board.



Hayley Hughes An experienced and commercially astute HR and L&D professional with 30 years front line HR operations experience across manufacturing, banking and telecommunications industries. Hayley combines a professional approach, passion for accountability and driving results with the ability to actively listen, adopt powerful questioning and provide balanced feedback. Hayley has a degree in economics, is an Associate Member of the Chartered Institute of Personnel and Development and is an accredited workplace investigator.

For further information on how these services work in practice and to discuss options on a confidential basis please contact us on 0800 489235 or email info@resolution-at-work.co.uk