

**What should I expect if involved in a Dignity at Work investigation?**

Here are some expectations if:

* there is a concern raised against you
* you raise a concern
* you are a potential witness to events or situation arising

The manager of the person raising the complaint will conduct an initial ‘fact finding’ exercise to establish the facts and where possible will seek to address and resolve the issues informally. Should this not resolve the issue, the case will be discussed with a joint group, made up of Senior HR and staff side, to establish the direction of the case. This will result in either further informal intervention or a formal investigation under the Disciplinary policy.

**If you are the person raising the concern:**

* You will be asked for detailed information about the incidents you have reported including dated examples; whether the other party is aware of their behaviour; what informal resolution has been attempted to date; the seriousness of the allegations, timescales and if any further support is required.
* You will be asked for information on your desired outcome. You are advised that if this is for example for the other party to be disciplined, this will not be a guaranteed outcome and any disciplinary measures taken will remain confidential.
* Following the investigation, a discussion will be held with you and the other party on the outcome, i.e. what has been found.
* Knowledge (FAQ) in People First provides you with additional information, including any possible post-investigation actions. You will find information on what the potential outcomes could be and further details on what happens if you are required to attend a disciplinary hearing as a result. Refer to the Disciplinary Policy for the process followed for a hearing.
* If a case is found against the party who you raised concerns about and any action is taken, you will not be informed of the actual outcome. You will be advised that your concerns have been investigated, what has been found and that appropriate action has been taken. You will not receive any information regarding the outcome as this will be confidential.
* Should you feel the process of investigation and its application has been unfairly carried out, you may appeal.
* You may not however appeal against the severity or leniency of any disciplinary action taken, against other parties, as this is confidential.

**General Points for All**

* Concerns will be investigated by an Independent Manager, supported by either another manager or a HR Consultant if appropriate.
* The Investigating Manager will arrange to meet with you, if applicable. You will have the right to be accompanied by a work colleague or accredited staff side representative, not acting in a legal capacity, during these meetings.
* You should disclose all information you hold to support the investigation
* The only individuals who may conduct an investigation, is the nominated investigation officer. Other Individuals must not conduct their own investigation
* Informal resolution will be explored with all parties.
* If it has been found that there is a case for misconduct, the Disciplinary Policy will be instigated (the case is sent to a Senior Manager for consideration on the recommended outcome).
* All parties are required to maintain confidentiality at all times, including after conclusion of the investigation.
* All parties statements, where identified, will be used during any potential disciplinary meeting.
* Persons identified may be required to attend a panel meeting to answer questions about their statements by the panel or by the employee facing allegation and their representative.
* All appropriate parties are expected to participate fully in any facilitation, mediation and in the investigation to ensure a quick resolution.
* If a complaint is found to be malicious or in collusion with others, it is possible that the individual making such claims will be investigated under the Disciplinary Policy.

The Employee Assistance Programme is available for all NHSBT employees to access. You may wish to consider contacting the EAP service for additional support during this time. The service is available 24 hours a day, 7 days a week, providing professional help to deal with work or personal issues. If you feel you might benefit from accessing this programme:

* Call the 24 hour telephone line on 0800 716 017 **OR**
* Visit their website [www.employeecare.com](http://www.employeecare.com), the ‘access code’ and ‘password’ are both 72992.

If you have any queries or concerns, you should contact the Investigating Manager that has been allocated to investigate your concerns