



**THE
INVESTIGATION
COMPANY**

Proud to part of The TCM Group.

TCM
GROUP



NEUTRAL EVALUATIONS

theinvestigationcompany.co.uk

INTRODUCTION

Here at The Investigation Company, we have been providing professional, specialist services to organisations since 2001. We pride ourselves on our exceptionally high quality standards, comprehensive reporting and the highest degree of impartiality to our work.

Our services also span into culture audits, and our Neutral Evaluation process allows you to gain an insight into a departmental or team culture, through an impartial lens.

When choosing The Investigation Company as your independent services provider, we guarantee that you will not be disappointed.

WHAT IS A NEUTRAL EVALUATION?

The Neutral Evaluation process is a unique tool to help organisations resolve internal conflict without the damaging effects of an investigation process. Less formal than traditional procedures, the Neutral Evaluation is designed to create an open and frank dialogue with our highly trained and experienced investigation evaluators.

Our world-class and unique Neutral Evaluation process allows organisations to truly understand what is at the root of internal conflicts, which can result in numerous complaints and mistrust.

Confidential and anonymous interviews are conducted so that participants can speak freely in a psychologically safe environment, without the fear of potential repercussions or judgement. Our investigation evaluators then review and analyse all responses to provide organisations with their findings, with a clear set of recommendations designed to help build trust, respect and confidence within the team dynamics.

What issues/scenarios can the process be used for?

- ✓ **Multiple Grievances**
- ✓ **Collective Disputes**
- ✓ **Team Conflict**
- ✓ **Allegations of Bullying, Harassment or Discrimination**
- ✓ **Complaints in Duty of Care, Health and Safety or working environments**
- ✓ **Poor Management or Leadership behaviours**
- ✓ **Anonymous complaints of misconduct across teams or departments**

During the process, we collect a wide range of information about your staff, the organisation, its systems and culture. It allows you to outsource the most complex element of the decision making while leaving you with the choice when determining what subsequent action to take.

OUR METHODOLOGY

Our unique approach has been specifically designed to understand the culture within an organisation, the root cause of conflict your teams may be facing, and how they can move forward. The process is designed to improve employee morale and performance.

Our Investigators will undertake a thorough evaluation of the current situation and produce a detailed final report outlining possible remedies and solutions.

Our process typically involves a rigorous 5 phase methodology:



1

Audit scoping, design and approval

This initial phase is focussed on planning for the evaluation. We will work with your key stakeholders to agree the scope and terms of reference for the audit, and to plan our surveys and interview questions.



2

Confidential survey

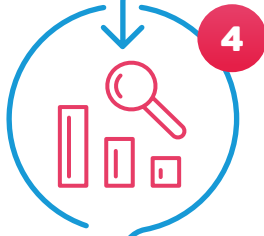
To gather input from as many individuals as possible, we invite all relevant parties to partake in a confidential survey, with content typically reflecting the same content as the latter interview stages.



3

Interview

To gain a more thorough insight from the individuals more closely involved with the reported issue(s), we also conduct 1-1 interviews. All participants must volunteer to take part and will be supported through the process in a psychologically safe environment.



4

Data Analysis

Once all of the available evidence has been obtained, we will collate, review and analyse the information. As part of this we will conduct a root cause (SWOT) analysis to support the development of recommended actions.



5

Final report

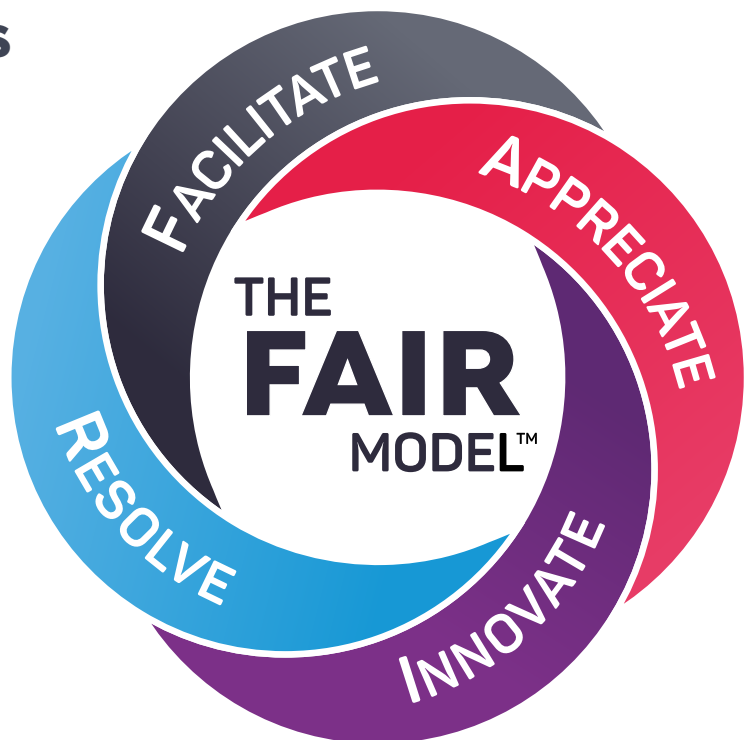
During the final stage, we will build a comprehensive final report, which provides an executive summary of the key findings from the Neutral Evaluation process. This report will detail a number of key findings around the most relevant identified issues such as:

- Equality, Diversity & Inclusion
- Wellbeing
- Bullying & Harassment



SUPPORTING PARTIES THROUGH THE PROCESS

Our 20 years' experience has taught us that any fact-finding process can trigger feelings of uncertainty, anxiety and fear amongst the parties involved. To enable parties to feel safe and secure, we apply our unique FAIR Model™ to all the work that we deliver. The model advocates a compassionate, empathetic and non-confrontational approach to interviewing. This has benefits, both for the individuals involved, and the process as a whole.



CASE STUDY: CYGNET HEALTHCARE

Cygnnet Healthcare is an independent provider of mental health services with over 150 centres and 2500 beds across the UK. In response to anonymous whistle-blowing accusations, we were approached to conduct a neutral evaluation process, in order to allow all staff members to share their experiences in a confidential and safe environment.

Our assigned consultant interviewed key staff members to evaluate the allegations against existing policies in place at the business. The process identified supporting evidence to the original whistleblowing allegations, while also uncovering other issues and emotions felt across the team. We were able to outline actionable recommendations, targeted at promoting culture change and a reinforcement of company values.



WHAT NEXT?

If you're aware of issues within your organisation, and feel that a neutral evaluation may be a useful approach to take, then we'd love to hear from you. Upon receiving your enquiry, we'll introduce you to a member of our senior leadership team, who'll take the time to understand your present situation and recommend the best course of action to take.



© 2022 Copyright of The TCM Group. All rights reserved. No part of this fact sheet can be copied or reproduced without permission.

TCM® is a registered trade mark of The TCM Group.

Please contact us for more information:



Call: 0800 294 97 87
+44 (0)20 7404 7011



Email:
info@thetcmgroup.com



Business Design Centre,
52 Upper St, London, N1 0QH



Website:
thetcmgroup.com