

The principles of grievance and disciplinary investigations and report writing

Programme

Tuesday 5 November 2019

9.30 Registration and Refreshments

10.00 Workshop start and introductions

Introduction to investigations

- The standard of proof required
- The stages of carrying out an investigation: best practice
- Ensuring University policies and procedures are followed

Quiz

- Activity to explore the legislative and practical aspects of carrying out an investigation

11.00 Tea/coffee break

Interviewing complainants, respondents and witnesses

- Taking witness statements
- Good practice: sample records of interviews
- Collation of other sources of evidence

Practical session

- The skills and techniques involved in interviewing witnesses (questioning, listening and note-taking)
- Managing emotion: techniques to help establish rapport and deal sensitively with difficult issues

13.00 Lunch

13.45 **Review of best practice reports**

- Structure of a report
- How to balance evidence and opinions
- The use of neutral language

14.45 Tea/coffee break

Disciplinary and grievance case studies

- Practise in writing a short report from compiled witness statements

15.30 Learning review: final questions

15.45 Close