# Checklist for Carrying OutWorkforce Investigation Interviews

## Before The Interview

* Be familiar with the facts of the issue(s) and the sequence of events.
* Issue the TOR to member of staff (and their representative if applicable) who has raised the formal complaint or who has the allegation made against them.
* Provide the evidence/documentation to the member of staff to support the allegation.
* Arrange investigation interviews and send written notification to member of staff and witnesses.
* Arrange for a note-taker to accompany you to record all the pertinent facts.
* Discuss with your HR professional pertinent/appropriate questions covering the key issues you wish to discuss.
* Have ready any documented evidence which supports or challenges the allegations that have been made.
* Be open to answering any queries that the individual might have prior to the interview.
* Consider any special requirements that may need to be made e.g. wheelchair access.

## During The Interview

* Introduce those present at the meeting and explain their roles.
* Ensure the member of staff has been made aware of their choice to be accompanied to the meeting by a Trade Union representative or work colleague. If individual is unaccompanied check that they are happy to proceed without a representative.
* Explain confidential nature of the meeting and the possible consequences of not adhering to this.
* Outline purpose of the meeting and explain the investigation process.
* Reassure the member of staff that you are simply looking to establish the facts and their recollection of events.
* Confirm notes will be taken during the interview and a copy circulated to the individual afterwards. Ensure the individual is aware that if the outcome of the investigation results in a formal procedure then the notes of the meeting will be shared with all parties and the individual could be called as a witness at a formal hearing.
* Begin the meeting by discussing the allegations that have been made and any existing evidence that supports this.
* Ask the individual to start by telling you what they recall about the situation.
* Ask supplementary questions to clarify points and to probe the responses you are given allowing time for their responses.
* Be flexible about asking additional questions or amending them as new information comes to light.
* Don't be afraid to question the version of events.
* Don't offer your own opinion, be judgmental or speculate on the outcome of the investigation.
* Don't draw hasty conclusions.
* After raising all questions, ask the member of staff if they have any other information they would like to provide.
* If it’s a grievance explore a proposed solution.
* At the end of the meeting let the individual know that they may be required to attend a further interview.
* Re-cap and clarify main points of discussion and answer any appropriate questions or concerns raised.
* Explain the next steps and when the investigation is expected to be completed.
* Confirm that the individual will receive a copy of the notes of the meeting and they will have the opportunity to propose any amendments.
* Ask the member of staff to come to you if they think of any additional information.
* Remind all attendees of confidentiality.
* Thank the individual for attending the meeting and for their cooperation with the investigation.

## Information Gathering

At the end of the investigation interview you should have obtained details of:

* The names of those present or involved; date / time / place of the alleged incident / allegation.
* What took place, and the order in which it happened.
* Response to any other documents or witness evidence which is inconsistent with their account.
* Obtained copies of any supporting documentation from all parties.
* Any steps taken since the alleged incident / allegation to resolve the situation/allegation.
* Where the investigation relates to a complaint/grievance, a proposed solution should be explored.

**If necessary, go back to the relevant parties and have a follow up meeting to clarify your understanding or to ask additional questions**