



Complaint Investigator Training

Aims

To ensure that 'complaint investigators' understand their role and have the knowledge, skills and confidence to conduct, in line with organisational policy and procedures, investigations into allegations of harassment and bullying.

Objectives

By the end of this course you will be able to

- Define harassment & bullying
- Recognise harassment and bullying and identify the impacts these behaviours can have on individuals, teams and the organisation
- Identify the aspects of the relevant legislation that have an impact on the management of harassment issues
- Demonstrate a working knowledge of the organisation's own policies and procedures for dealing with incidents at work and the roles and responsibilities of all those involved
- Demonstrate the skills necessary to conduct investigations appropriately
- Demonstrate awareness and understanding of the options and potential consequences within making a complaint

Who Should Attend

Any individual who is involved with complaint investigations within their organisation.

Course Content

- Course values
- Equality and diversity – the principles
- The law and harassment
- Equalities legislation
- Recent and emerging legislation
- Legal definition of harassment
- Feedback from case studies
- How humans discriminate
- Harassment and bullying - definitions & differences
- Identifying unacceptable behaviour
- Impacts of harassment & bullying
- Harassment and bullying policy
- Informal and formal procedures
- Roles and responsibilities
- Policy requirements

Duration 2 Days