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INVESTIGATIONS

Thorough, fair and robust investigations and training, delivered by an expert team with the very highest quality experience.

thetcmgroup.com



In any organisation, there are always going to be issues which require a formal investigative procedure. No one wants for this to happen, but when it does, it is of paramount importance that you get the process right, first time. Investigations are a complex process and should never fall into the hands of an untrained staff member.

When working with the TCM Group's expert investigative team, we'll ensure you deliver an impartial, fair and rigorous assessment of the allegation.

thetcmgroup.com

The TCM Group have been providing professional, specialist investigation 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.

When choosing the TCM group as your independent investigation services provider, we guarantee that you will not be disappointed.

Outsourced investigation services



For the highest quality service, outsourcing your case to one of the TCM Group's expert investigators provides the best possible option. We employ a pool of world class investigators ranging from ex HR Directors to former Senior Police officers, each having unique and varied experience. This enables us to allocate the most suitable investigator to your case, based on your organisational sector, and the specific nature of the allegation.

The TCM investigation is planned meticulously and thoroughly executed. We communicate effectively throughout, to ensure for full transparency of each individual case. Once all available evidence has been gathered and assessed, we will produce a final report that is clearly written and well structured, containing unambiguous findings as to whether or not there is a case to answer.

The secret of our success is the **TCM Fair Model for investigations**. The model advocates a compassionate, empathetic and non-confrontational approach to interviewing and investigating. This enables parties to feel safe and secure, which has benefits for the individuals involved, and the process as a whole.

Every TCM Investigation will include:

- ✔ A clear, structured, investigation plan.
- ✔ A methodical, rigorous and robust investigation process.
- ✔ World-class, advanced investigative interviewing techniques.
- ✔ An open and transparent evidence gathering process.
- ✔ A highly detailed, comprehensive report.
- ✔ Findings based upon the 'balance of probabilities'.
- ✔ Additional recommendations for organisations to reflect upon, and improve for the future.

TCM provide expertly delivered investigation services for all of the most common cases, including misconduct, grievances, bullying and harassment.



Specialist and complex investigations

In addition to the most commonly encountered cases, our expert investigators are also equipped to support your organisation with their most complex and serious instances. Such cases can pose the highest level of risk to your organisation, and often require a longer more in-depth process. A highly experienced investigator is essential when handling more complex allegations.

We're experienced in handling a wide range of more complex issues, including:

- ✔ Staff Fraud.
- ✔ Regulatory body investigations.
- ✔ Ombudsman complaints.
- ✔ Discrimination.
- ✔ Compliance issues.
- ✔ Complex allegations involving multiple allegations and/or parties.



No staff member should be handed the task of conducting internal investigation cases without at least some level of formal training. We deliver a range of training courses suitable for managers responsible for conducting the investigation process, and HR/ ER staff members responsible for overseeing and coordinating the process.

Our range of courses can be delivered to large groups of staff, in-house; or individual bookings can be made on our regularly scheduled open access training courses. To meet the needs of an ever-evolving workforce, our expert investigation trainers are equipped to deliver the training through both face-to-face and virtual delivery methods.



Core Investigation Skills™

A one day course, providing an overview of the investigation process, alongside the practical skills needed to undertake a basic fact-finding exercise.



Practical Investigation Skills™

Become a TCM Accredited Investigator with our most popular investigation training course. Delegates will leave with the skills and strategies to set up, run and report on a workplace investigation. This will also include an understanding of the scope for an investigation, preparation of a final report and presenting evidence at relevant panels and appeals.



Advanced Investigation Skills™

This 3-day advanced course is tailored to specialist investigators or those who undertake investigations on a full-time basis. We provide focus on advanced interviewing skills, developing complex terms of reference, accessing difficult-to-reach evidence and the development of a highly coherent investigation report.

An enjoyable, interesting and well-taught course that covered a very wide scope. It allows me to ensure that investigators are compiling good, well structured reports. Hopefully this will help things to improve. Another informative and well-structured course delivered by TCM.

SIMON CAMPBELL-GURRY,
TRADE UNION LEAD AT
NATS

A delegate becomes a TCM Accredited Investigator when completing our Practical Investigations Skills™ training which is accredited by The CPD Certification Service.

What are the benefits of becoming TCM Accredited?

- ✔ **Credibility:** TCM is a well-known brand, nationally and worldwide, and therefore parties will have more confidence in TCM Accredited investigators.
- ✔ **Discounts and offers** are available on TCM Community training, events and CPD workshops.





Neutral Evaluations



Aware of conflict within your organisation, but need to uncover further detail?

The TCM Group has been providing professional, specialist, organisational cultural and behavioural reviews since 2001. The Neutral Evaluation process is a unique tool to help organisations resolve internal conflict without the damaging effects of a formal investigation.

Less formal than a formal investigation, 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 conflict, resulting 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.



Supporting projects in countries worldwide as a leading children's charity, Plan International faces all the challenges you would expect from such a diverse workforce, along with the varied ER and workplace legislation and policies. We also have high expectations when it comes to our employees and volunteers as they support children across the globe.

Having identified a need to review our HR processes, we engaged with TCM to assist us in process mapping our existing processes from a number of our departments, looking to streamline these into one, consistent, HR process to cover all departments across all countries.

TCM facilitated a workshop and, through their wide-ranging HR experience from across all types of organisations, we were able to identify a clear, concise and consistent HR process across our global teams.

So impressed with the service that we received, we have since commissioned TCM on a number of projects involving investigation handling, neutral evaluation exercises and support for our more formal hearings.

GEORGIA VOLPE - GENDER, DIVERSITY AND INCLUSION SPECIALIST, PLAN INTERNATIONAL



We have worked with clients ranging from private healthcare providers, to public sector organisations, UK Government, large and small charities and regulatory bodies. Our extensive experience across a wide range of organisational backgrounds enables us to provide any organisation a comprehensive, experienced and professional investigative service.



“At Cygnet Healthcare we are so busy ensuring that our service users are well cared for that it is difficult for us to assign managers to investigations, which ultimately can lead to delays in responding to complaints. To improve our response to complaints and reassure our staff that investigations are acted upon promptly and fairly, we approached TCM to support us by providing an external investigation service, ensuring that our investigations were conducted impartially and that outcomes were fair and unbiased.



Since the first investigation in November 2019, we have used TCM a number of times to conduct investigations on our behalf and every one has been conducted promptly, the turnover is really quick, and outcomes fair and impartial. They have also identified areas where we could improve our processes and we continue to work with them in this area. I would thoroughly recommend TCM to support any business.

LYN ELLIOT , HEAD OF HR, CYGNET HEALTHCARE

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