

CASE STUDY:

# CONDUCTING A NEUTRAL EVALUATION



## Introduction

Following anonymous whistle-blowing accusations, a neutral evaluation process was chosen to allow all staff members an opportunity to share workplace experiences in a completely confidential and safe environment. The evaluation works to establish root issues, understand impacts, and provide future recommendations.

Neutral evaluation is an alternative to investigation, acting as an independent examination. This service is often favoured for complex workplace issues such as multiple and counter grievances, collective disputes, team conflict or allegations of bullying, harassment, or discrimination. Neutral evaluation is thorough and provides clear guidance, taking an average of three days to complete. It explores issues through evidence gathering from parties, organisational culture, and systems, proposing a tailored route to resolution.

Allegations centred around four key areas:

- 1 Bullying
- 2 Medication administration
- 3 Staff sickness reporting
- 4 Staff departures

The consultant, Josh Human, allocated to the case interviewed members of staff. Allegations were evaluated and aligned with existing policies in place at the business, including grievance procedures, social care, codes of conduct, and bullying policies.



**Josh Human was appointed for the assignment due to his background in employment legislation, people management and development.**

With a background in HR services, Josh is always seeking opportunities to promote early resolution. He uses his mediation, investigation, and coaching skills to improve workplace productivity and relationships.

## Targeting issues

In order to establish evidence surrounding various concerns, staff were asked a series of questions to probe the accusations and further explore the lived experiences of the team. Upon questioning, the following repeated concerns were brought to light:

## 1 On-site management

The majority of interviewees witnessed shouting and raised voices, resulting in an evidential culture of fear, a lack of staff morale, and shared feelings of discrimination.

## 2 Medication administration

Evidence suggests that medication is being administered without following healthcare procedures.

## 3 Senior management visibility

The majority of staff felt unsupported by senior management with a lack of presence in the workplace.

## Making resolutions

Based on the findings collated from extensive interviewing and evidence gathering, the evaluator provided the following recommendations:

Full review of medication administration strategies.

Leadership and management training and 1-1 coaching for senior staff.

Active encouragement and empowerment of staff to communicate.

## Looking forward

In summary, the neutral evaluation found supporting evidence to the original whistle-blowing allegations, uncovering underlying issues and emotions felt across the team. Above all, the assessor seeks to promote cultural change and a reinforcement of company values to challenge negative behaviours and set boundaries for staff conduct.

If you would like more information on how your organisation can benefit from a neutral evaluation, call today and speak to a member of the team.



**THE INVESTIGATION COMPANY**

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