

# Dignity at Work Investigations

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Your ultimate guide for managing  
bullying, harassment and sexual  
harassment investigations

**Good People  
Good business**

# About Us

Insight HR is one of Ireland's leading providers of HR services and solutions and has been operating for over two decades. First established in the year 2000 by current Managing Director, Mary Cullen, Insight HR has grown to become the trusted first choice of clients across Ireland and the UK.

With barrister qualifications, CIPD membership, mediation accreditation, and long and varied international HR experience, our highly respected consultants have a diverse skill set not often found in internal HR departments. We gladly confront HR issues that other firms shy away from. With our customised solutions you will be given a dedicated team to work with throughout, so that you always receive the full benefit of this expertise.



Mary Cullen  
Managing Director

“With Insight HR, your investment will never just be about fixing a problem or developing a strategy. Instead, our partnership approach arms teams with the knowledge they need to make better decisions. We leave HR teams better informed and more confident in their abilities to resolve future HR issues.”

“Our dedicated Workplace Investigations team have handled investigations across a wide spectrum of issues, for organisations of all shapes and sizes. With us, you can rely on impartiality and integrity throughout the process, a quality report that can withstand external scrutiny, and trusted support for you, your organisation, and your people.”



Rebecca Bowman  
Head of Investigations

## The context

Workplace bullying, harassment and sexual harassment can have severe consequences for individuals, including mental health issues such as anxiety, depression, and stress. It can also lead to decreased job satisfaction, absenteeism, and decreased productivity.

Prolonged exposure to workplace bullying can lead to symptoms of psychological trauma, resembling those seen in post-traumatic stress disorder (PTSD). This may include flashbacks, nightmares, hypervigilance, and difficulty concentrating. In some cases, workplace bullying can manifest physically, leading to health issues such as headaches, sleep disturbances, gastrointestinal problems, and increased vulnerability to illnesses due to a weakened immune system. Victims of workplace bullying may also face challenges in their professional lives, including difficulty advancing in their careers, job loss, or financial instability, which in turn can contribute to long-term stress and anxiety.

The costs associated with workplace bullying, harassment and sexual harassment include decreased morale, increased turnover rates, and potential legal liabilities. Many unsuspecting employers find themselves entangled in litigation because they are held vicariously liable for the behaviour of their employees.

According to the Irish Congress of Trade Unions (ICTU), around one in eight workers in Ireland experience bullying at work, and approximately one in five workers experience harassment.



A survey conducted by the Irish Human Rights and Equality Commission (IHREC) found that **1/7 people experienced workplace harassment** based on grounds such as gender, age, race, disability, or sexual orientation. The actual number of incidents is likely much higher due to underreporting.

## Underreporting

Underreporting of workplace bullying harassment and sexual harassment is considered a significant issue in Ireland, as in many other countries. Many employees may fear reprisals, job loss, or further harassment if they report incidents. According to the Workplace Relations Commission (WRC), only a fraction of bullying harassment and sexual harassment cases are officially reported each year.

So, what's behind the underreporting of bullying, harassment, and sexual harassment? In our experience, one key factor contributing to underreporting is employees' lack of confidence in the effectiveness of reporting systems within the organisation. If they've witnessed past complaints being mishandled or yielding no meaningful action, or if there's a perception that the organisation doesn't take workplace bullying seriously, individuals may hesitate to come forward.

Let's be honest; in some workplace cultures, bullying, harassment and sexual harassment may be normalised or downplayed, making it challenging for victims to recognise and report mistreatment. The normalisation of such behaviours can create an environment where individuals and managers may dismiss or tolerate them as part of the workplace culture.

Sadly, victims of these behaviours often experience feelings of shame or embarrassment, which can deter them from reporting incidents. There might be a concern about how others, including colleagues and supervisors, will perceive them if they admit to being targets, and a question mark over whether or not they will be believed.

On top of this, in a poll on LinkedIn, we found that almost 40% of respondents do not provide training on bullying, harassment and sexual harassment in the workplace to their employees. Which means that, despite the legislation, codes of practice and policies hopefully being in place, many are missing a trick in effectively embedding dignity at work in organisations. In this comprehensive guide, we will delve into managing these issues through dignity at work investigations, and also share insights on prevention of these issues along with the key things you need to know as an employer.

# What is sexual harassment?

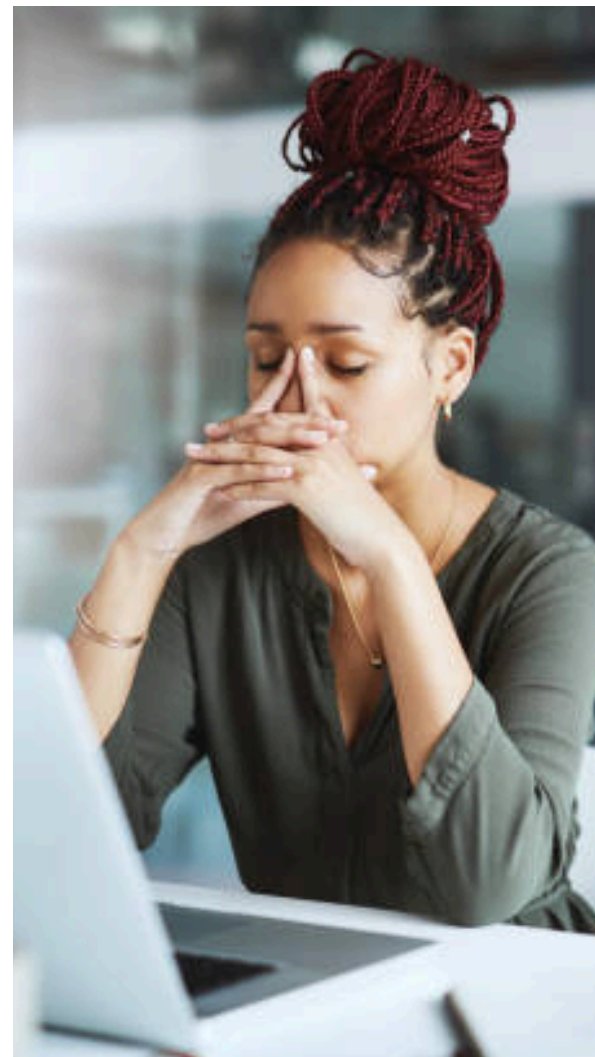
Let's start with the definitions.

Sexual harassment is defined in section 14A(7) of the Employment Equality Act as “any form of unwanted verbal, non-verbal or physical conduct of a sexual nature which has the purpose or effect of violating a person’s dignity and creating an intimidating, degrading, humiliating or offensive environment for the person.”

“The conduct at issue may not be specifically directed at a particular employee but has the purpose or effect of violating a person’s dignity and creating an intimidating, hostile, degrading, humiliating or offensive environment for the person.”

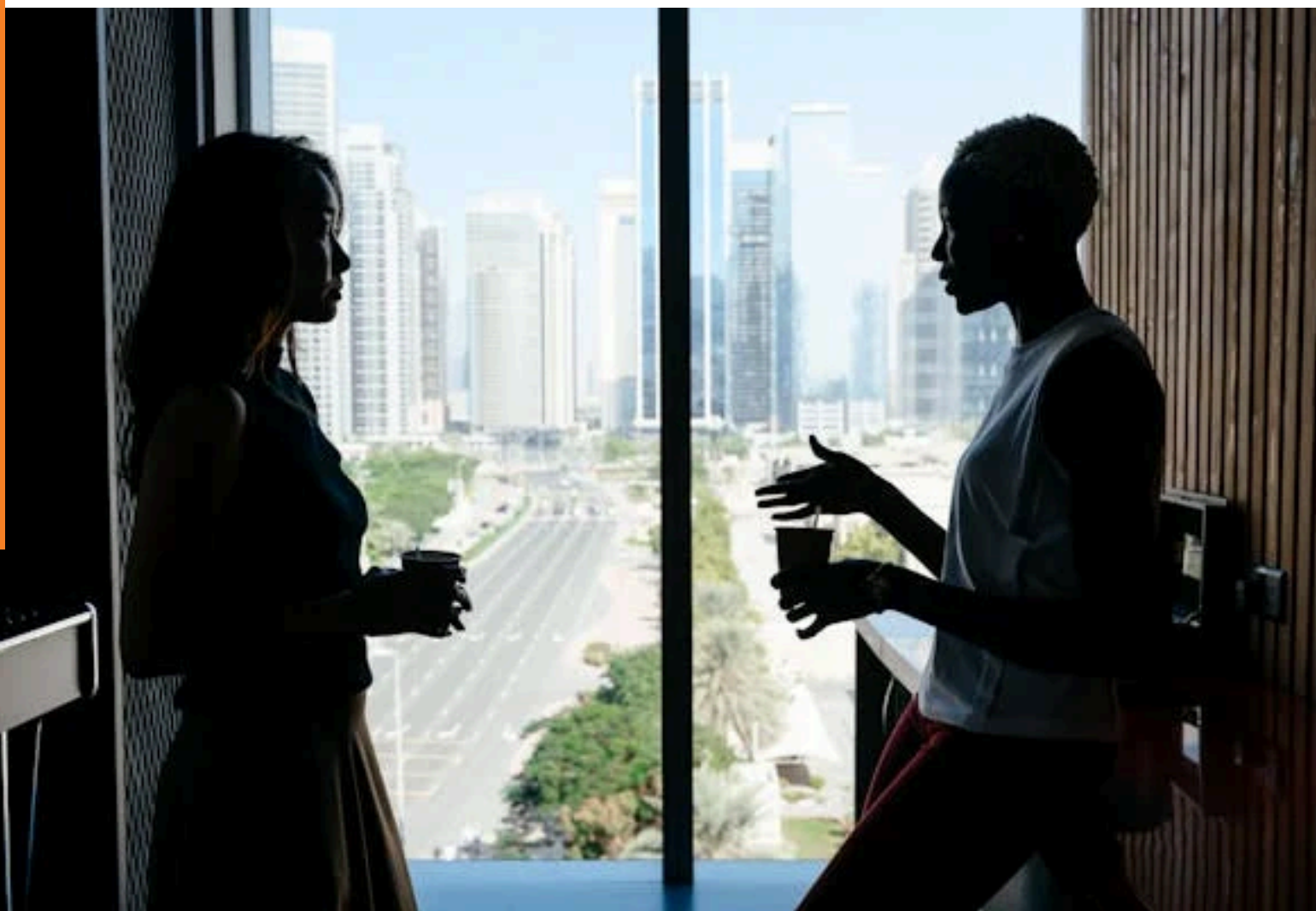
The definition outlines that many forms of behaviour can constitute sexual harassment, including a single incident. Examples cited include but aren't limited to:

- Physical conduct of a sexual nature – this may include unwanted physical contact such as unnecessary touching, patting or pinching or brushing against another employee’s body, assault and coercive sexual intercourse.
- Verbal conduct of a sexual nature – this includes unwelcome sexual advances, propositions or pressure for sexual contact, continued suggestions for social contact outside the workplace after it has been made clear that such suggestions are unwelcome, unwanted or offensive, suggestive remarks, innuendo or lewd comments, graffiti, written materials, emails, text messages or social media posts.
- Non-verbal conduct of a sexual nature – this may include the display of pornographic or sexually suggestive pictures or objects. It may include stalking, (continued next page)...



## What is sexual harassment?

- ...indecent exposure, leering, whistling or making sexually suggestive gestures.
- Gender based conduct – this includes conduct that degrades or is abusive of an employee for reasons related to his or her sex such as derogatory or degrading abuse or insults which are gender based. This might include conduct that insults or degrades an employee because she is pregnant or because s/he is transgender.



## What is the relevant legislation in relation to sexual harassment in the workplace?

Generally, the key legislation which cover the various aspects of sexual harassment are;

- **The Safety, Health and Welfare at Work Act 2005** – outlines the employers' obligation to prevent bullying and harassment in the workplace, as a key part in providing a safe place to work for all employees.
- **Employment Equality Acts 1998** – defines sexual harassment, as mentioned above.
- **Code of Practice on Sexual Harassment and Harassment at Work, 2022** – aims to define what is meant by employment-related sexual harassment and harassment, and also aims to give guidance on how sexual harassment can be prevented and what steps should be taken to address problems and prevent their recurrence.

Given its broad scope and guidance, the Code of Practice is arguably the most useful resource available to HR teams for dealing with and preventing sexual harassment in the workplace.

The code was introduced on 18th March 2022 in response to growing concerns about this issue. The Code of Practice was developed, following consultation, by the Irish Human Rights and Equality Commission (IHREC). The new Code replaces the Employment Equality Act 1998 (Code of Practice) (Harassment) Order 2002.

**Some of the key aspects of the Code are;**

- That it encourages a consultative approach to developing equality strategies at work including a written policy.
- It applies to all employers irrespective of size.
- It outlines that the employer is 'legally responsible for harassment suffered by employees in the course of their employment unless s/he took reasonably practicable steps to prevent it, to reverse the effects of it and to prevent its recurrence'.
- It references the nine grounds cited by the EEA, under Section 6(2) where discrimination could occur – gender, civil status, family status, disability, sexual orientation, age, race, religious belief and membership of the traveller community.
- And importantly, it is legally admissible in evidence in proceedings before the courts, the WRC and the Labour Court.

## What should an employer do when a claim of sexual harassment is raised?

First and foremost, when an employer, line manager or HR department receives a sexual harassment complaint from an employee, they should take the claim seriously, with sensitivity, and ensure they are equipped with the knowledge to handle a claim effectively. Be conscious of the mental state of the affected parties, and aim to have a clear, supportive, and resolution-focused process in mind throughout.

With regard to the investigatory process, the Code advises that it is 'preferable that at least two people should investigate a complaint' and that 'the investigation team should have received appropriate training'. The Code is also very specific about the manner in which an investigation should be conducted, advising:

- That the complaint should be in writing and that the alleged perpetrator be given full details, including relevant written statements, documentation and evidence gathered during the investigation, including witness statements, interview notes and records of meetings held with the complainant and witnesses. They should also be given time to consider the documentation and an opportunity to respond;
- That the investigator, having considered all relevant information, produces a written report to both parties outlining its findings and the reasons for its final decision;
- That should the investigation conclude the accused employee has a case to answer, then the report will recommend whether the disciplinary procedure should be invoked;
- That if the person accused of sexual harassment is not an employee, they may not wish to participate in the formal procedure, and it won't be possible to secure their participation. However, they must be kept informed of all developments in the investigation and given an opportunity to respond to them.



## What is bullying?

According to the Code of Practice (2021), 'Workplace bullying is repeated inappropriate behaviour, direct or indirect, whether verbal, physical or otherwise, conducted by one or more persons against another or others, at the place of work and/or in the course of employment, which could be reasonably regarded as undermining the individual's right to dignity at work. An isolated incident of the behaviour described in this definition may be an affront to dignity at work, but, as a once off incident, is not considered to be bullying.' (Irishstatutebook.ie, 2021).

Beyond the Code of Practice though, Irish Case Law has established a high threshold for what constitutes bullying in the workplace. In the case of *Ruffley v The Board of Saint Anne's School* [IESC 33] the Supreme Court held that for a claim to be considered as bullying, the following criteria must apply. First, the repeated nature of incidents must be a pattern of behaviour and not merely relate to a number of incidents. Second, inappropriate behaviour must be deemed to be inappropriate on a human level and not merely wrong. Finally, the undermining of a person's dignity must be so egregious that it exceeds all bounds tolerated by decent society.

The Code of Practice applies to all working locations, be it fixed-location, home or mobile. It also makes specific reference to cyber bullying.

## Dealing with a bullying complaint

Of course, no matter how many preventative steps HR can proactively take, it will never be possible to completely eradicate all possibility of bullying. The important thing is that there is an open culture of respect, and that employees always know what action they can take to help resolve matters.

Should a complaint be received, the organisation has an obligation to follow procedure as outlined and communicated to staff through an anti-bullying policy. Both an informal and formal procedure should be defined by the employer and captured within the policy. If the company has not defined these processes, they will be unable to deal adequately with the complaint.

As the name suggests, the goal of the informal process is to resolve the situation as informally as possible. If this succeeds, it minimises the conflict and stress involved.

## Dignity at work investigations

As suggested in the Code of Practice, organisations should appoint a support contact who can act as an unbiased advisor to employees who wish to discuss their options before making a formal complaint. This can be an invaluable tool in helping employees feel comfortable about seeking a resolution and can also help them to identify whether to choose an informal or formal process.

The informal process normally involves the employee dealing directly with the alleged perpetrator with the aim of resolving the situation promptly and in a low-key fashion. However, someone who is being bullied may find it difficult to approach the perpetrator.

The complaint should be made to their immediate manager or supervisor or to someone else in a management role, if, for example, that supervisor is the alleged perpetrator. At this stage, the company should not draw any conclusions. Both parties deserve to be treated fairly. Correspondingly, the company should ensure that the alleged perpetrator is given a copy of the complainant's statement – and assured that they will be given the right of reply. At this point, it is an allegation and not fact, so the alleged perpetrator needs to be approached with sensitivity and tact and supported throughout the process in the same way the complainant is.

The Code of Practice has also introduced a secondary formal process, which now could be considered to form part of a three-step process; initial informal process (which we mention above), the secondary informal process, and the eventual formal process which involves an investigation. As part of the secondary informal process, the complaint should be subject to an initial examination by a designated member of management, who can be considered impartial, with a view to determining an appropriate course of action. The inappropriate nature of the alleged behaviour must meet a certain minimum threshold if it is to constitute bullying and the nominated member of management needs to establish if there are concrete examples of bullying behaviour before proceeding to investigation. If the behaviour complained of does not align with these definitions, the complaint will not proceed under the Dignity at Work Policy. Instead, it should be addressed through a different HR process, such as the Grievance Procedure. It's essential to note that this stage of the process must also be documented clearly. Mediation could be an option, as could informal meetings facilitated by management. It is important to remember to keep a strong paper trail, even if the process is informal, as it may help to show that there was an attempt to resolve matters.

# What is harassment? What can be interpreted as harassment in the workplace?

Harassment in the workplace is defined as any unwanted conduct related to one or more of the following:

- Age
- Disability
- Race
- Sexual Orientation
- Religion or Belief
- Gender Identity
- Civil Status
- Family Status
- Membership of the Traveller community

Harassment can manifest in various forms, including spoken or written words, visual images, gestures, or physical contact. It becomes harassment when it violates an individual's dignity, creates an intimidating, hostile, degrading, humiliating, or offensive environment for them, or otherwise interferes with their work performance.

In the Irish context, harassment in the workplace can include, but is not limited to:

- Verbal abuse or offensive remarks related to any of the protected characteristics mentioned above e.g. hate speech, racial slurs etc.
- Displaying offensive material such as posters, cartoons, or images.
- Isolating or excluding someone from normal workplace activities.
- Physical assault or threats.
- Cyberbullying or online harassment related to work.



## How harassment differs from bullying and sexual harassment

While bullying and sexual harassment may share some similarities with harassment, they are distinct concepts:

- **Bullying:** As mentioned above, this generally involves repeated and unwanted aggressive behaviour that intends to intimidate, degrade, or humiliate a person. While harassment can be a form of bullying, not all bullying behaviour constitutes harassment under the law.
- **Sexual Harassment:** Involves unwanted sexual advances, requests for sexual favours, or other verbal or physical conduct of a sexual nature that creates a hostile or offensive work environment. Sexual harassment is a specific form of harassment that is based on an individual's sex or gender.

## How should an employer deal with a claim of harassment?

When a claim of harassment is raised in the workplace, employers have a duty to take it seriously and address it promptly. Posing some clear similarities to the obligations and best practice when dealing with bullying or sexual harassment, here are some steps an employer should take when it comes to harassment:

- **Establish Clear Policies:** Ensure that the company has clear policies and procedures in place that define harassment, outline reporting mechanisms, and specify the consequences for engaging in harassment.
- **Training:** Provide regular training sessions for employees and managers on harassment awareness, prevention, and reporting procedures.
- **Investigation:** Conduct a thorough and impartial investigation into any complaints of harassment – which we'll get into more detail in shortly!
- **Action:** Take appropriate action based on the outcome of the investigation. This may include disciplinary measures for the perpetrator, providing support to the victim, and implementing measures to prevent future occurrences of harassment.
- **Follow-Up:** Monitor the situation closely to ensure that the harassment stops and that the victim feels supported in the workplace. Follow up with the parties involved to address any ongoing issues or concerns.

## What are some of the key things to look out for when conducting a workplace investigation?

A good starting point when considering conducting a workplace investigation is to outline clearly each of the steps in a traditional investigation. Perhaps you do not have a lot of experience, or it has been a long time since you completed one. Either way, it would be in your best interest to re-familiarise yourself with the process.

One of the very first items on your list should be to review the existing policy in place at your organisation. You are obliged to follow the procedure outlined, as it has already been established and agreed upon. If this policy mentions face to face meetings specifically, you may need to insert an addendum or an amendment to your existing policy in order to take account for conducting meetings remotely.

You should also provide all parties with the terms of reference that clearly outlines exactly what is being investigated, who is conducting the investigation and the scope of the investigation, and you will need to outline that the meeting and any information provided during the investigation is also expected to be confidential.

Setting a time and date for the interview is next, and all parties should be notified in writing. If this is a remote meeting, you may need to offer your employee more flexibility than usual. It therefore makes sense to ascertain their preferred time of day and week in advance of the meeting being set. Prior communication with them regarding their personal situation will help to make finalising a date much more efficient.

Usually, parties are invited to meet at a dedicated private space, in the workplace or perhaps in an external venue. If you are running a remote investigation, ensure that you have set up a dedicated meeting that is password protected for security. Use an established and well-known provider that complies with privacy regulations. If conducting multiple interviews, you should ensure that you are using unique links for each one, rather than setting up one meeting and just relying on people to only log on at the time requested.

## Dignity at work investigations

Alternatively, most providers will offer a 'waiting room', or a 'knock to enter' policy, so make sure you adjust this setting to minimise the risk of having any interviewees turning up announced. This link should be sent to attendees via email when arranging the interview, or steps on how to access the meeting should be clearly explained in the notification letter. Remember that if your attendee wishes to include a representative, that representative will also need to be provided the details.

Best practice in HR matters – if viable for your business – is to separate out the process, meaning that the person who conducts the investigation should be different to the person who conducts a disciplinary hearing and should be different to the person who hears any appeal that might arise from a disciplinary hearing. That means that you will need at least three trained people at a minimum to deal with these kinds of allegations. You should also ensure that your colleagues in the HR department and in management are up to speed with the tools needed to conduct the investigation – and that you provide access to training where necessary.

If remote is preferred, it would be in your best interest to send your employee directions on how they can access the meeting. Although many of us have become acquainted with online video conferencing tools of late, this should not be assumed for everyone, and should not be taken for granted. The last thing that you want is to be fully prepared for a meeting only for it not to go ahead because your employee was unaware that they would need a certain browser to access the link, for example. Sending your employee a brief video explainer will help minimise this possibility. It is also worth reminding them of video calling etiquette, for instance making sure that they are in a well-lit room and that they have informed those they live with that they should not be disturbed.

## What about data & confidentiality?

When dealing with sensitive matters such as an internal investigation, the last thing that you need is for security to be compromised. You also need to think about what kind of consents you may need from your interviewee. It is vital that you give careful consideration to the following items:

### Data storage

- Are you storing the data relating to the investigation on a workplace network drive accessible via a VPN? Is this drive separate to the company-wide one? Who has access rights, and why?
- Are you storing data locally, in a desktop folder? Have you password protected this folder – and your device?

## Dignity at work investigations

- Do you have paper files relating to the investigation? If so, where are these currently being stored? If you live with others, how are you ensuring the privacy of these files?
- If you have been taking notes on a notepad, what type of information do these notes contain? Where is this notebook being stored?
- Is the investigation data currently stored in multiple locations? If so, why? Can you consolidate the data?

### Third party providers

- What are the different apps/tools you need to use in order to conduct your investigation? (This includes not only your video conferencing tool but also any other tools being used, such as OneDrive or Google Drive for file storage, or DocuSign for data/confidentiality agreements etc.)
- Do they have a robust privacy policy and GDPR statement?
- Where does the provider store any recordings or files, and how long do they store them for?
- Have you thoroughly researched the providers reputation for data security?
- How many people in your company have access to the provider's account that you will use for the investigation?
- If using a video conferencing tool that allows all parties to record, do you need to implement extra measures to ensure that your interviewee does not record the meeting?

### Data Consents

- Has your interviewee consented to the use of a third-party tool for interviewing purposes?
- Does your interview consent form allow for the meeting to be recorded? Additionally, if your software records both video and audio, has your interviewee given their consent to have their image captured, as well as their voice?
- If your interviewee wishes to include a representative, have they also signed a consent form?
- Has your interviewee signed something in which they acknowledge that the investigation should remain confidential? Are they aware of any measures they might face should they breach this?

## What are the benefits of hiring an external workplace investigator?

Knowing when to bring in external expertise is crucial to ensuring investigations are thorough and compliant. Here are common signs that additional support may be required:

- **High-Stakes Cases:** Investigations involving multiple complainants, group bullying or mobbing, or cases spanning bullying, harassment, and sexual harassment are far more complex than standard complaints. These often involve multiple representatives, witnesses, and third parties, which can result in time delays and challenges in maintaining focus. If not handled by an experienced investigator, employees and their representatives can run rings around the investigator, leading them down rabbit holes outside the investigation's terms of reference. This can cause the process to spiral out of control, resulting in unresolved issues and potentially escalating to the WRC. Expertise and care are crucial to avoid procedural errors, bias, and significant legal and reputational risks for the organisation.
- **Conflicts of Interest:** If those handling the investigation are too close to the parties involved, impartial external support eliminates the risk of bias. It's best to outsource the investigation if there is a pre-determined internal view on the outcome - such as the expectation that someone should be dismissed, that an accused individual couldn't possibly be guilty, that the complainant is just a troublemaker, or when the CEO or leadership team have a vested interest in the case. Additionally, outsourcing is advisable if you know the employee has legal advice in the background.
- **Complexity:** Investigations spanning multiple departments, sensitive issues, or cross-border teams may require specialised expertise to navigate effectively.
- **Legal Compliance:** If there is uncertainty about the legal process, external experts ensure compliance and protect the organisation from future risks.

We say this with kindness, not because we doubt the capability of intelligent and experienced HR managers or business unit managers to conduct an investigation with the right support. However, conducting a thorough investigation requires extensive employment law knowledge, excellent analytical skills, and superior writing abilities.

Investigations involve complex legal considerations and require meticulous analysis of evidence while maintaining neutrality and fairness. Without a deep understanding of employment law and the skills to analyse and...



## Dignity at work investigations

document findings accurately, there's a risk of procedural errors or biased conclusions. Moreover, managing an investigation alongside regular responsibilities can be overwhelming, leading many HR practitioners and managers to work beyond their contracted hours to meet the demands.

If you're inexperienced, or if you haven't received in-depth training and don't have access to external support, it's best to observe a full investigation process before attempting to handle one on your own. This ensures you are fully prepared to manage such challenges effectively in the future.

## How can HR teams and organisations help to prevent this occurring in the workplace?

The relevant legislation obliges employers to act 'in a preventative and remedial way', whilst the Codes of Practice advises that the organisation are legally responsible for bullying, harassment or sexual harassment suffered by employees in the course of their employment, unless reasonably practicable steps were taken to prevent it, to reverse its effects and to prevent its recurrence.

### Effective and well-communicated policies

The Codes of Practice state that employers should have "comprehensive, accessible, effective policies that focus on prevention, best practice and remedial action."

So, once we have a Dignity At Work policy somewhere in our handbook, we're covered? Absolutely not.

Similar to many policies, but particularly with claims of sexual harassment, the details of the policy, the channels of communication, the outline of the procedures, and the culture of support and guidance around the topic are what drives a policy from a tick-box exercise to one that is embedded in the fabric of the organisation.

As mentioned, it has been proven that raising a claim is quite stressful for an employee, so the more you can do to showcase how your organisation deals with these claims, will go a long way to helping employees take that first step.

Is it time to update your policies and procedures? Check out this [podcast episode](#) to learn more, or [get in touch](#) with us for a free consultation call to guide you through this important HR project.

## Training of line managers

As the employee's line manager may, more often than not, be the first port of call when an employee raises a claim of bullying, harassment or sexual harassment, the importance of training your line managers to handle these conversations cannot be understated. From the statistics mentioned at the outset, many of these incidents go unreported. Arguably, an environment or atmosphere where an employee may not feel fully supported or comfortable in raising a complaint, may be a factor.

By their very nature, these are traumatic experiences for the employee involved, and a less than supportive reaction by a trusted port-of-call in the workplace can only perpetuate that stress.

It is of utmost importance then, that even if your organisation or team has never had to manage a claim of bullying, harassment or sexual harassment, training on this topic is essential to provide a seamless process not just for the aggrieved employee, but also for you as a HR team who will be the people tasked with managing a claim and supporting the relevant parties toward a resolution.

And more generally, a positive organisational culture can go a long way to reducing the occurrence of any unwanted behaviour. Guiding your line managers to creating and showcasing positive behaviours and values should always be at the forefront of HR strategy.

Conduct regular training sessions to educate employees about their rights and responsibilities in creating a respectful and inclusive workplace. These sessions should cover:

- **Definition of Dignity at Work:** Clearly define what constitutes respectful behaviour and what behaviours are deemed unacceptable.
- **Recognising Harassment and Discrimination:** Provide real-world examples of behaviours that are considered harassment or discrimination. Emphasise the role of bystander intervention in preventing such incidents.
- **Reporting Procedures:** Walk employees through the steps they should take if they experience or witness inappropriate behaviour. Assure them of the confidentiality of the reporting process.

## How can Insight HR help?

Insight HR has a range of options to support you in this regard!

- Our dedicated Workplace Investigations team can **manage a full scale investigation** when needed, providing an impartial, credible and quality service.
- If you want to ensure your policies are in place and up-to-date, our team can update, review, or craft the necessary policies needed to ensure your organisation is compliant.
- Our specialised **Dignity at Work training programme tailored for your HR team** is designed to equip the HR Team with the knowledge and skills necessary to effectively advise and support management in fostering a dignified workplace.
- Our **Dignity At Work Training for Line Managers** aims to enhance managerial understanding and capability in the application of best practices relating to the Dignity at Work policy.
- We offer a **Dignity at Work awareness session designed specifically for employees** across your organisation. This 90-minute session aims to raise awareness and understanding of dignity at work issues, providing employees with the knowledge needed to contribute to a respectful and inclusive workplace.
- Our online & on-demand **Dignity At Work Investigations training course**, packed with our templates, guides, offers in-depth training to managers on dignity at work investigations.

We also partner with Telus Health, providing access to a best-in-class EAP offering, giving your organisation additional supports to those who need it most.

So whether it's reviewing policies, updating contracts and handbooks, providing in-person or online training, or providing on-demand advice via our HR support line, the team here at Insight HR will give you quality, consistent, and tailored service, equipping your organisation with the skills and confidence it needs to succeed in this area.

Our promise to clients, is that they will receive a customised, consistent, and customer-focused service from the team here at Insight HR.

If you'd like to hear more about how we can support you with this, and any other HR challenges you might have, get in touch with us via email at [info@insighthr.ie](mailto:info@insighthr.ie) or chat to us directly on 0567701060!

# Want to get to know us more?

Check out our podcasts, webinars, and everything else!

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