

## **Outsourcing investigations for law firms –**

How Bond Legal can support law firms and solicitors to provide an independent perspective

### **An independent, legal perspective on investigations**

After 25 years as an employment law solicitor in private practice, Simon Bond understands more than most, the need for law firms to occasionally outsource client investigations. In our latest blog, Simon talks about the how the right qualified investigator can deliver investigations robustly, independently and fairly.

### **Additional legal resource**

At Bond Legal, we understand that delivering independent HR or employment related investigations on behalf clients [requires empathy](#), experience and discretion. It is not always easy to be objective or transparent if you are representing the business or the individuals involved.

Whether it is employee misconduct, workplace grievances, including allegations of discrimination, bullying, or harassment or whistleblowing complaints, in some cases, where a legal adviser represents a company, organisation and involved individuals, a conflict of interest can arise.

Depending on the issue or allegations involved, law firms and solicitors may occasionally have to balance providing both legal support and investigative services to their clients, which is where an independent investigator can provide the right balance.

### **Benefits of using an independent investigator**

There are multiple benefits of using an independent investigator that is external to the firm and the business or individuals being represented.

- **Independence and impartiality**

First is independence on behalf of the firm, the client and complainant. Hand in hand with that is transparency and objectivity in investigations.

- **Peace of mind**

Another benefit is that providing an independent investigator provides peace of mind to those involved that it is being taken seriously and handled fairly and objectively. This can be a reassurance to the regulator or complainants involved.



- **Value for money**

While external resources come at a cost, on balance outsourcing independent investigations can save time, money and additional expense. An experienced investigator will save fee-earning time by carrying out interviews, gathering evidence and producing robust, commercially focussed and legally sound reports.

- **Positive outcomes**

Using an external investigator with extensive employment law expertise also yields increasingly positive outcomes for all parties involved. It can often reveal an underlying problem such as an ineffective manager or poor processes. An independent investigator can help identify weaknesses and make recommendations for change, further saving time, money and delivering a practical action plan to be able to move forward from the findings.

- **Counter conflict of interest**

In many cases, an individual raising concerns may object to the issues being investigated by the legal firm representing their employer or defending their claim. For example, if a university staff member raises a complaint about the conduct of that university, they may well be uncomfortable being investigated by the same firm that represents the university's legal interests.

Appointing an independent investigator also ensures that lawyer-client privilege can be maintained, enabling the law firm to advise their client whilst the independent investigation is underway. We have worked closely with many law firms on this basis.

### **Looking for expert legal support with independent investigations?**

For more information about how Bond Legal could support you and your firm with independent investigations, visit <https://www.bondlegal.co.uk/services/workplace-investigations/> or contact me to arrange a no obligation, informal chat on [07905 710365](tel:07905710365) or [simon.bond@bondlegal.co.uk](mailto:simon.bond@bondlegal.co.uk).

