



**Supporting the creation  
of workplace cultures  
where people can thrive**



## We support the creation of workplace cultures where people can thrive

We differentiate ourselves with a commitment to delivering services of the highest standard that combine professional rigour with a people-centric approach of compassion and empathy.

ibex gale supports organisations across 3 key areas:

- **Investigations & Employee Relations**
- **Governance & Assurance**
- **Culture & Change**

## Our people

Our highly experienced team include former employment and regulatory lawyers, people management professionals, culture and change specialists, accredited mediators, and barristers. Many have professional qualifications and memberships such as CIPD, ILM and ABI.

## Our value commitment

**We combine professional rigour with a people-centric approach:**

- We work with empathy and compassion and put the wellbeing of people and teams at the heart of everything we do.
- We are relentless in our pursuit of excellence, delivering to the highest standards of quality and professionalism and continually looking for ways to improve how we do what we do.

## Exceptional service quality

We have an unwavering focus on quality and hold **ISO 9001:2015**, the internationally recognised standard for quality management systems. To ensure we comply with industry best practice, we are members of the **Association of British Investigators**, and are one of the few investigation providers accredited to the code of practice for investigatory services - the **British Standard 102000:2018**.



**We combine professional rigour with a people-centric approach**



## Independent investigations and employee relations support you can trust

We support organisations through what are often highly sensitive and complex employee relations processes. The cases we are involved in are often complex, highly contentious, and involve very senior people, requiring the utmost care, sensitivity and rigour. Much of our work comes to us through repeat business, referrals and recommendations and we pride ourselves on the quality of the service we provide.

Our services include:

- Grievances
- Disciplinarys
- Discrimination
- Relationship Breakdown
- Bullying & Harassment
- Sexual Misconduct
- Whistleblowing
- MHPS/UPSW
- Investigations Training
- Hearing Support

## Protecting your organisation, employees and reputation



### Trusted workplace investigation experts

Our team has decades of experience in handling complex cases with impartiality, independence and professional rigour.



### Certified and accredited investigators

BS102000 & ISO 9001 accredited, ensuring the highest standards in workplace investigations.



### Experts in employment law

Our team includes former lawyers and ER professionals with deep employment expertise.



### Independent, fair and balanced investigating

Our investigations are evidence-based, impartial, and procedurally robust, helping you act with confidence.



### Proven track record across all sectors

Trusted by leading organisations, with much of our work coming from recommendations and repeat business.



### Professional rigour with a people-centric approach

We handle all investigations with the utmost care and sensitivity, and are trained in trauma-informed approaches.



## We provide specialist investigative, governance & regulatory expertise

Our legally qualified and highly experienced healthcare regulatory specialists undertake the following types of independent investigations and reviews for public and private health and social care sector organisations:

- Complex Complaints
- Whistleblowing/Freedom to Speak Up
- Patient Safety Incidents
- MHPS/UPSW
- Fit and Proper Persons Investigations
- Information Governance
- Governance Reviews
- Patient Safety Culture Reviews
- CQC Well-led Support
- Health and Social Care Due Diligence

We conduct Health & Social Care investigations and independent reviews and support organisations to achieve 'good clinical governance'. We take a forensic approach to our investigations and independent review work and deliver robust evidence-based findings and actionable recommendations. We identify regulatory risks, compliance gaps and governance shortfalls and work in partnership with health and social care organisations to deliver sustainable change.

We work with organisations in pursuit of excellence and those which find themselves in challenging circumstances.

## Supporting organisations to achieve good clinical governance

Our Governance & Assurance team is made up of former healthcare lawyers who collectively have decades of experience advising the health and social care sector.

ibex gale is an approved NHS framework provider and has gained a wealth of experience and an enviable reputation for delivering high quality and insightful health and social care investigations and independent reviews in both the public and private sector.

Our clients value our deep understanding of the health and social care sector, the regulatory landscape and innovative approach.

Our clients benefit from our ability to gather best practice and insights from a variety of backgrounds and draw on the specialist culture, change, investigation and employee relations expertise within ibex gale.

“

*The investigation report received was excellent, it was well-constructed, accurate and provided much needed clarity in a difficult case*

”

**Professor Alex O'Neill-Kerr, Northamptonshire Healthcare NHS Foundation Trust**

## We improve workplace cultures and deliver change transformation

We partner with your organisation to develop a deep-rooted understanding of your issues, supporting change and cultural shifts, always ensuring these align with business goals and employee needs. Areas of specialism include:

- Culture Reviews
- Employee Engagement Surveys
- Psychological Safety Workshops
- Conflict Resolution & Mediation
- Leadership Coaching & Training
- Team Coaching & Development
- Psychometrics
- Organisational Design
- Redundancy Projects
- TUPE Change Projects

## We improve culture, resolve conflict and deliver change compassionately



### Trusted Experts

Our team comprises culture, OD and change experts, HR and ER professionals, lawyers, accredited mediators and coaches. This combination ensures we deliver your objectives within legal and best practice frameworks.



### People-Centric

We put your people first, delivering our services compassionately, professionally and sensitively. This people-centric approach ensures we protect your employees, your brand and your culture.



### Transformative

We are focussed on finding the right solution for your organisation and your people. Our wealth of experience enables us to help you build safer and more effective workplaces and deliver transformative change.

We are proud to work with exceptional clients







# ibex gale

investigations | employee relations



# ibex gale

governance | assurance



# ibex gale

culture | change

## Get in touch

If you would like to have a confidential discussion about how we can support your organisation please contact us



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