

Workplace Investigations

Independent | Practical | Human

- External Investigations
- Training
- Coaching
- Toolkits



Who We Are.

Impact Legal & Business Services is a values-led platform of legal, HR, and business consultants helping organisations build solid foundations, navigate change and unlock sustainable growth.

“

Victoria's training and employment law advice was fantastic. She is easy to talk to, commercial, knowledgeable and great at adapting her input to our environment. Emily Bignell, Head of People & Culture, Ideal

**Strategic legal advice, people expertise & commercial insight,
all in one place to help you protect scale and thrive.**

Our Vision

Our vision is to be a trusted community creating positive impact.

Our Values

Collaboration

Working alongside you, not just for you.

Innovation

Modern solutions for modern challenges.

Integrity

Doing the right thing, always.

Impact

Making a difference together.

Who We Work With

- Startups and scale-ups
- SMEs across sectors including tech, manufacturing and professional services
- Investors and boards
- Not-for-profits and social enterprises
- Leadership teams navigating change or growth
- Organisations requiring external support for workplace disputes



What Our Clients Say

“Victoria has really helped me understand what’s important in my personal life and career. She has supported me in making positive changes so I can focus on the right activities to meet my long term goals. Thanks Victoria for your words of wisdom!”

Nilesh Patel
Head of Sales and Marketing
UnderwriteMe

“Pam was of enormous help to us when we asked her to investigate a particularly complex and sensitive issue. Her professional and painstaking approach brought much-needed clarity and has helped us find some constructive ways to move forward. I was kept updated throughout on the progress of the investigation which has made a real difference in helping me to decide what I need to do next.”

Jonathan Kerry
Chief Executive
Diocese of Leicester

Meet the Leadership Team



Victoria Hall
Co-Founder Employment Law

Employment lawyer, CIPD Level 7 qualified HR professional, accredited workplace investigator, coach, author, leadership and management trainer.

"Victoria is not just a lawyer but a true partner in our business's success."

CEO,
Professional Services Firm



Kevin Withane
Founder | Corporate & Commercial Legal Expert

22+ years global experience in M&A, legal operations, and governance. Strategic insight and deep legal expertise for growth-driven businesses.

“ Kevin was an absolute superstar! Dealing with a very tricky investment round.

Jake Ramus, Founder, Chief Executive Officer,
Snuze Ltd

Independent Support for Workplace Investigations

“

Pam is my go-to person when I need an HR investigation. Her experience in people management and investigations shines through - she is thorough in approach and provides a practical and articulate report identifying the facts and making pragmatic recommendations. I would not hesitate to recommend her.

Sue West
West Human Resources Consultancy Ltd

When workplace concerns arise, how you respond matters.

From allegations of misconduct to complex cultural issues, investigations must be thorough, objective, fair and defensible.

We act as independent, impartial investigators, trainers and coaches. Whether we're investigating sensitive issues, equipping managers or coaching leaders to grow, our approach is practical, thorough and rooted in integrity.

**Our multidisciplinary team of lawyers,
HR experts, and accredited investigators provide end-to-end
support across four services:**

External Workplace Investigations

Impartial, evidence-based investigations into sensitive issues.

Training

Bespoke, practical training programmes for managers, HR teams, and leaders.

Coaching

One-to-one or team support to build confidence.

Toolkits

Ready-to-use templates, checklists, and guides to strengthen in-house capability.

External Workplace Investigations



Independent and Evidence-Based

We conduct independent investigations that bring clarity and confidence. Our reports are clear, evidence-based, and, include practical recommendations where needed.

What We Investigate

- Misconduct and disciplinary issues.
- Bullying, harassment, and discrimination.
- Whistleblowing and safeguarding concerns.
- Organisational culture and leadership behaviour.
- Sensitive, high-profile, or cross-border issues.

Why Choose Us

- Team approach: accredited investigators, lawyers and HR specialists working together.
- Dual expertise: employment law precision with HR sensitivity.
- Clarity: reports that stand up to legal and organisational scrutiny.
- Human focus: investigations carried out with empathy and fairness.

“

I find that on appeal Ms Cannell dealt with the matter impartially, independently, professionally and conscientiously.

Training



Building Confidence

We design and deliver training that equips managers, HR teams and leaders with the skills to handle workplace investigations effectively. Available online, in person, or hybrid.

Topics We Cover

- Defining terms of reference and planning.
- Interviewing and evidence gathering.
- Understanding the allegations.
- Breaking down benchmarks to assess allegations.
- Drafting clear, comprehensive investigation reports.
- Managing sensitive issues with confidence.
- Neuroscience of effective interviewing.

All programmes can be tailored to your needs.

Why Choose Us

- Practical and engaging: delivered by experienced lawyers and HR professionals.
- Flexible delivery: online, face-to-face, or hybrid.
- Tailored to your needs: from board-level briefings to HR team workshops.



Victoria was great and kept at a pace that was good for the group. The training was really useful and tailored towards our settings and the situations we are likely to encounter.

Coaching



Supporting People

Investigations can be daunting for managers, HR or those directly involved. Our coaching provides clear advice with empathetic support.

Who We Coach

- HR professionals handling investigations.
- Managers with responsibility for complex cases.
- Executives and employees under investigation.
- Individuals raising concerns/whistleblowers.

Coaching Benefits

- Builds confidence and reduces risk.
- Clarifies process and expectations.
- Provides tailored one-to-one or group support.

Why Choose Us

- Experienced coaches with HR, legal and operational expertise.
- Supportive and practical, combining empathy with clear advice.
- Focused on capability and equipping individuals to handle challenges confidently.

“

I had the pleasure of working with Pam and Carey on an employment issue that could have potentially disrupted my entire workforce. Their professionalism, attention to detail and deep understanding of employment law and HR were evident from the start.

Toolkits



Practical Resources

Not every organisation needs external investigators. Sometimes the right tools make all the difference.

Our Investigation Toolkits provide

- Templates.
- Checklists.
- Guidance notes.
- Process maps.

Why Choose Us

- Tried and tested, built from years of experience.
- Reduce legal and reputational risk.
- Build confidence and consistency.

“

The training sessions were transformative, equipping our managers with the confidence to handle employment law issues effectively. Their understanding of human performance combined with legal expertise made the training really unique

A Team Approach You Can Trust



Our investigations team brings together senior lawyers, accredited investigators and HR consultants.

Every investigation benefits from our team-based approach, meaning no matter who leads your case, they have the backing of a network of experts. This ensures our reports are robust, credible and human-centred.

A full bio for our workplace investigators is available on request.



Victoria Hall
Co-Founder
Employment Law

Victoria is an experienced employment lawyer, a Level 7 CIPD-qualified HR professional, accredited external workplace investigator, practising coach and a non-executive director.



Pam Cannell
Consultant Global HR

Pam is an accredited workplace investigator and a global HR Director, Pam has managed a multitude of complex workplace investigations and been a witness at Tribunals with Judge's praising her impartial and thorough approach.



Kevin Withane
Co-Founder
Corporate & Commercial

Kevin is a dual qualified barrister (non-practicing) and solicitor with over 22 years global experience in corporate and commercial work, including working in-house. Kevin has overseen and conducted numerous investigations.



Carey Smith
Consultant Senior HR

With over a decade of senior-level experience in HR, Carey has a passion for helping businesses build strong, scalable people strategies. She has managed investigations for allegations of misconduct, harassment and performance.



David Ludlow
Partner Fractional General
Counsel Services

David is a qualified solicitor with over 30 years global in-house experience working for multi-nationals. David has led and overseen countless investigations on a variety of topics.



Eric Xu
Partner - Hong Kong &
China

Eric is a dispute resolution lawyer qualified in England & Wales, Hong Kong, and Mainland China, specialising in multi-jurisdictional litigation, cross border enforcement and international arbitration. Eric has advised on whistleblower investigations and employment disputes concerning breach of confidentiality clauses and non-compete clauses.

Community Impact.

We are dedicated to making a positive impact on our community through a variety of initiatives for our consultants, clients and the wider community.

Diversity X.
Kevin Withane founded Diversity X, a community for overlooked underestimated founders® and an angel syndicate with a mission to support underestimated founders.



Fundraising for Charities.
Victoria Hall recently ran 52 half marathons in 52 weeks, raising over £7,000 for charity.



Act as Trustees for Charities.
We undertake voluntary and ambassador roles including for Green Willow Funerals, Bigmoose, Pave The Way, Cleaner & Greener, UnderOne, CARE and more.



Other Initiatives.
Victoria Hall is recognised as a Circular Economy Innovation Champion. Kevin Withane is well known as a champion for sustainability and DEI.



Who We Work With.

We work with startups, scale-ups, SMEs across sectors, and investors. We also support not-for-profits, social enterprises, and leadership teams navigating change or growth, helping them build clarity, resilience, and lasting impact.



“ Our impact extends beyond our clients - into the communities we serve.

Workplace Investigations Process Audit

Not sure where to begin?

Our Workplace Investigation Audit is the perfect starting point.

- Identify key risks.
- Pinpoint process and training gaps.
- Gain strategic insights from experts.




**Quick.
Confidential.
Insightful.**



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