



“ When there have been occasions for the need of external involvement, the Police have always been grateful to receive a NEAL recorded copy of our interviews ”

THE CUSTOMER:

Karen Burchell,
Assistant HR Manager, QD Group



THE CHALLENGE:

QD Group are a discount retailer with over 45 sites across the UK, employing around 1200 staff.

The HR team work hard to resolve any issues that may rise across the group. This can involve interviews with employees relating to a range of common HR issues.

Like any large organisation, HR cases can be frequent. QD Group have around one a week which can involve multiple interviews.

The NEAL recorder has become an important asset to the team, saving time and providing reliable recordings to be used as evidence in more serious cases that involve the Police.

THE OUTCOME:

As Assistant HR Manager, Karen Burchell, utilises the NEAL recorder a number of times a week.

Karen explains how they utilise the recorders;

“All of our HR interviews are recorded. The stores deal with minor offences and/or disciplinaries themselves in which case they have a note taker.

But we use the recorder for any escalated issues such as grievance meetings, investigations and matters relating to a disciplinary or appeal meeting.

We record these interviews as it's an accurate record of the meeting which cannot be disputed at a later date by the parties involved.”

So how do employees feel about being recorded? Karen tells us;

“We have always explained to the colleague the reason behind recording the interviews. On occasion when there is some nervousness it's around having their voice recorded! But on a whole they see the benefit behind it.

On the rare occasions we've had them in our meetings, we haven't

come across any objections from union representatives.”

Karen goes onto explain the benefits to having a NEAL recorder;

“The benefit is that there is an accurate record of the meeting which can be forwarded to all relevant parties if required.

When formulating reports you are able to transcribe quotations and a recording emphasises the manner in which things are said.

The additional benefit is that you are able to email encrypted interviews which saves us time.”

When the police have become involved there is additional benefits as Karen explains;

“When there have been occasions for the need of external involvement, the Police have always been grateful to receive a NEAL recorded copy of our interviews.

We support the use of the simultaneous recordings and PACE guidelines as it allows the business to keep it's own record and be able to supply the police with a reliable recording.”

**“ QUALITY VERBATIM RELIABILITY
TRUSTWORTHY PROTECTION
INTEGRITY OPENNESS FAIRNESS ”**

Contact us today to find out how NEAL recorders will support your business and employees during difficult circumstances.

Why Record Interviews?

Conducting interviews is a stressful and time consuming task. Attempting to write down everything that is said by both parties whilst also considering all of the facts.

Already used by law enforcement and commercial investigators a PACE* Act interview recorder is the efficient solution for investigative interviews and disciplinary hearings. Simultaneous recording made easy.

*Police and Criminal Evidence Act "E"

- High quality audio recorded through discreet boundary microphones.
- Dual or triple identical and simultaneous recordings of the conversation on standard audio CD (easily replayed via a standard CD player).
- Fair and impartial - a copy can be provided immediately to the person being interviewed.
- Save time and money - removing the need to word process hand written notes.
- Improved accuracy - concentrate on the interview not on taking notes!
- Simple and easy to use.



Forget taking notes... Remember to record.



The NEAL 922 IP Portable CD Audio Interview Recorder

The fully portable design with integral carrying case and internal rechargeable battery is the ideal solution where interviews are conducted in diverse locations.

www.neal.co.uk

Fixed location and portable models available in both dual and triple simultaneous. Full range of accessories including sealed interview CDs, sealing labels and transcription systems also available. If you would like details on the NEAL CD interview systems, please contact us.