

Review of Making a Difference

We have engaged Making a Difference to conduct several independent workplace investigations on behalf of St Albans City and District Council, and I would wholeheartedly recommend them to any organisation seeking professional, reliable, and high-quality investigatory services.

In my experience, working with Making a Difference has been defined by transparency, fairness, compassion, and excellence. These qualities have been evident in every interaction, every piece of communication, and every piece of work they have delivered. They are an organisation you can trust completely to handle sensitive matters with the seriousness and professionalism they deserve.

What sets them apart is the confidence they inspire from the very beginning. You know exactly where you stand at every stage of the process. There are no surprises, no ambiguity, just clear, honest communication and a level of openness that makes even the most complex investigations feel well-managed and under control. They get to the heart of matters efficiently while ensuring everyone involved is treated with dignity and care.

Their written outputs are first class: clear, well-reasoned, thoroughly evidenced, and delivered to a standard that speaks for itself. Recommendations are grounded, proportionate, and always focused on achieving the right outcome, not just for the organisation, but for all parties involved.

Beyond the technical expertise, there is a human quality to how they work that I have come to value greatly. They understand that investigations involve real people in difficult circumstances, and they navigate that reality with genuine sensitivity without ever compromising on rigour or impartiality. It is a balance that is not easy to strike, and they do it consistently well.

Making a Difference has been a genuine pleasure to work with. They have exceeded expectations on every occasion, and I will continue to instruct them with absolute confidence.

Lee Pound – Director of HR, OD & Corporate Communications

