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**Tips and Pitfalls for Conducting Internal Investigations of Employee
Complaints**

SPEAKER BIOS

Dan Crean, of Crean Law Office in Pembroke, New Hampshire, has practiced municipal law for more than thirty-five years and has been on the adjunct faculty of the University of New Hampshire Law School and Graduate School. He was multi-term officer of the N.H. Bar Association’s Municipal & Governmental Law Section, and founded the N.H. Municipal Lawyers Association, of which he is now Executive Director. He is IMLA’s N.H. State Chair and chairs its Personnel Section. He is an IMLA Fellow and received IMLA’s 2012 William Thornton Faculty Award. Dan has written for numerous legal publications contributed two chapters to the new ABA publication, *Town and Gown: Legal Strategies for Effective Collaboration*. Dan is a veteran CLE panelist and regularly presents local government seminars.

Sheila Gladstone heads the firm’s Labor and Employment Practice Group and assists employers with all aspects of labor and employment law. Her practice focuses on counseling employers on the legal issues and strategic decisions involved in personnel decisions, auditing employment practices for legal compliance, and conducting internal investigations of employee complaints.

Sheila also reviews policies, conducts management training, defends employers in administrative proceedings, investigates and negotiates demands, and works with trial lawyers on employment law issues throughout the litigation process.

Sheila is a frequent speaker and published author on employment-related issues. Sheila uses a direct approach and gives practical advice to help employers deal with personnel issues and employment regulations, so they can focus on their core business. She believes employees should contribute to, not hinder, the growth of the business or the mission of the agency.