

Resolution Policy and Procedure

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Resolution Policy

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Guiding Principles

The Council believes that its employees should be treated equally and with respect.

This policy encourages early resolution and has a collaborative approach to dispute resolution. It promotes mediation throughout the process to balance the rights and best interests of all parties.

Any dispute should be treated in a fair and consistent way and dealt with quickly.

This policy applies to all permanent and fixed term employees as a method for resolving disputes. It may be used in individual disputes, team disputes and in collective disputes.

A resolution request by an agency worker, casual worker or ex-employee will be investigated. Ex-employees should raise a request as soon as possible after leaving or within 3 months of the last instance. Following the investigation, you will receive a written outcome. In the interest of confidentiality, the outcome will provide limited information.

If you are unsure whether to use the resolution policy or another policy such as Dignity at Work, please contact HR.

This policy should be used in conjunction with the employee toolkit which can be found on Insite.

Statutory Guidance

This policy meets and exceeds the standards set out in all relevant legislation and in the [ACAS Code of Practice](#).

Role of HR Team

The role of the HR Team is to advise managers and employees on the application of this policy. A member of the HR team can:

- answer questions that you may have about the resolution process or policy;
- signpost to any support that may be beneficial as part of the resolution process;

A member of the HR team will usually be present during any meetings to:

- take notes,

- support the manager chairing the meeting,
- advise and ensure that the procedure is followed,
- act as a mediator or chair a facilitated conversation.

The Informal Resolution Process

Resolution Request

1. You can make a request to your line manager. If you have an issue with your line manager, you can make a request to their line manager. Provide a copy to the HR team. **See *employee toolkit for template.***
2. Groups of employees can raise a "resolution request" if they have the same issue.
3. The resolution assessment process will begin when HR receive your resolution request.
4. In the interests of confidentiality, during the resolution process, you can only discuss this matter with your workplace companion or Trade Union Rep.
5. If you would like wellbeing support throughout this process, please include this in your request, or subsequently speak to a member of HR.

Assessment Meeting

After receiving a resolution request, you will have an Assessment Meeting. Your line manager or an appointed manager will chair the meeting and a member of the HR team will be present. The outcome from the assessment meeting may result in the following:

- A facilitated conversation;
- Mediation;
- One-to-one coaching;
- A team conference in the case of team disputes or collective "resolution request";
- Investigation,
- Request is accepted.

See the *Employee Toolkit for further information.*

Formal Resolution Meeting

If the matter is not resolved informally, a formal resolution meeting will take place. An independent manager will Chair the formal resolution meeting.

The outcome will be a formal recommendation for resolution, usually agreed by the attendees in the meeting. You must take all reasonable steps to attend this meeting.

Within 5 business days of the meeting, you will receive a written outcome. If there is a delay, the Chair will write to you to confirm expected date of outcome.

Employees have the right to appeal the outcome of the formal resolution meeting.

In the case of Head of Service or Chief Operating Officer, an Executive Director or the Chief Executive will hold the Formal meeting with you. If your resolution request is about an Executive Director or the Chief Executive, then it will be referred to the Chair of the Employment & Staffing Committee and an Independent Advisor.

Appeal Process

To appeal a formal resolution outcome, you must write to the HR Manager within 10 business days of receiving the written outcome. You cannot appeal an informal resolution meeting; instead, you should move to the formal resolution stage.

The decision given at the Appeal stage is final.

Keeping Records

In the interests of both employer and employee, written records will be kept during the resolution process. Records will include:

- The issue(s) raised
- A copy of any written communication from the employee(s)
- The employer's response
- Action taken
- Reasons for action taken
- Whether there was an appeal and, if so, the outcome
- Subsequent developments.

Records will be kept in confidence and in accordance with the General Data Protection Regulations (2018).

A copy of the minutes of all meetings will be provided to the manager and the employee.

In certain circumstances (for example to protect a witness) the employer might withhold some information. This is in line with ACAS Code of Practice on Discipline and Grievance.