

Human Resources Services

Dispute Resolution Programme

What Is It?

The EBS Dispute Resolution Programme is designed for Directors and Senior Managers who want to both protect their business and improve the working conditions for their staff. The programme utilises up-to-date coaching techniques coupled with experienced functional expertise to ensure that any policies and procedures used to dismiss or discipline employees, or to manage their grievances, fully comply with the requirements of the Dispute Resolution Regulations and subsequent case law.

Procedural failures can lead to automatic findings of 'unfair dismissal' at an Employment Tribunal and compensation awards being increased by between 10% and 50%. However, the regulations also put responsibilities on the employee and any failure on their part can lead to either a claim at tribunal being non admissible or any awards made being reduced by up to 50%.

The EBS Dispute Resolution Programme is designed to ensure that you and your managers have the skills to manage disputes in a proactive way, keeping you in charge, rather than in a reactive manner where mistakes are easier to make.

What are the advantages to my organisation?

- **Being Legally Compliant:** If you dismiss or discipline an employee, or need to manage a grievance case you need to have followed a formal process that meets at least the minimum standards laid down in The Employment Act 2002 (Dispute Resolution) Regulations (2004). Your EBS HR professional will ensure that your current documentation meets these minimum requirements, and ensure that you or your managers follow your process.
- **Being Consistent and Fair:** Without a formal policy, it is easy to just do what feels right at the time. But if the way you tackle today's issue was different to the way you tackled yesterday's, you may inadvertently have discriminated against one of your employees. One common cause of inconsistency is that different managers can apply the procedure in different ways. Your EBS HR Professional will take you and your managers through a half day interactive training session to ensure that the procedures are applied consistently.
- **Best Fit for Your Organisation:** Whilst we are guided by best practice, any solution we recommend will be designed around the needs of your organisation. If you do not have suitable policies in place, we will never try to shoehorn a standard document or policy into your organisation. We will always customise such documentation to fit. We will use the training session to ensure that any policy or procedure will work in your environment.

What Is Included?

One of our EBS HR experts would work with you to review your current policies and procedures for dealing with:

- Dismissals
- Disciplinary Issues, and
- Grievances

Where necessary, we will recommend changes to the documentation and process to ensure compliance with the regulations.

You and your managers will then be taken through a half day training session that will cover:

- An overview of the Disputes Resolution legislation
- A run through of your policies and procedures
- Dismissals
 - Types of Dismissals
 - Common Pitfalls
- Disciplinary
 - Informal Process
 - Formal Process
 - Common Pitfalls
- Grievance
 - What constitutes a Grievance
 - Informal Process
 - Formal Process
 - Common Pitfalls
- Dealing with Appeals
 - Small Business Issues

Whilst the advice and guidance EBS provides is aimed at reducing risk to your organisation, you cannot, ordinarily, stop an aggrieved employee from taking their case to an Employment Tribunal. However, you and your managers will be in a position to dramatically reduce the risk to your organisation, and hassle to yourselves.

What Does It Cost?

The tried and tested EBS HR Dispute Resolution Programme is offered at a fixed price of **£950 + VAT** for companies with 100 employees or less, including the training session for up to 8 delegates.

Additional training sessions can be held at a cost of £350 + VAT.

About EBS Human Resources Services

EBS Human Resources is a specialist area of service from EBS Management Resources, a multi-disciplinary provider of business support services to companies with 15 - 100 employees. Service portfolios are provided for the key functions of Human Resources, Occupational Health, Marketing, Sales and General Management. EBS clients cover a wide range of industries and include Dayla, Bucks Net Services, Nottingham Forest Football Club and Red Door Communications.

The complete set of Human Resources services includes:

- Level 1 – Platform
- Level 2 – HR Management Support
- Level 3 – Training
- Level 4 – Enhancing Performance
- Level 5 – Strategic Human Resource Management
- Level 6 - Employment Law - Tribunal Case Handling

For more information on this service, please contact us on 01844 211084, or visit our website: www.ebs-hr.co.uk