

Employee Relations Support Services

The need for independence

At Hunter Adams we have a first-class team of employee relations (ER) experts who can support you at each step when it comes to issues such as grievances, disciplinaries and whistle-blowing cases. We partner with clients across all sectors to help them manage these sensitive situations.

Having an experienced independent third party involved not only helps to ensure you remain legally compliant, but it can make for a smoother process for all concerned.

Helping prevent small problems from becoming big ones

Often we find that clients get in touch when a problem has been ongoing for an extended duration and things have grown to the point of crisis. Getting in touch early to obtain advice and support can help to prevent issues from escalating, but where problems have already grown, we can still help to:

- Run an independent process, or support you to get your process right
- Aid timely engagement and feedback to support with attendance and performance
- Talk managers through how to tackle an issue, providing guidance scripts to help where they may feel uncertain. This may relate to: probationary review process; absence management; performance improvement/management; disciplinary and grievance investigations; change management.
- Provide step-by-step coaching can be provided with or without draft documentation to help manage the move through any concerns or issues
- Independently manage investigations for you if an issue has already reached crisis point, formal investigation of an issue is required (disciplinary/grievance/whistleblowing) and your resources are stretched or an independent person is required due to the specific circumstances. We can manage the process and provide you with a detailed report of findings and recommendations.

Hunter Adams can guide you through whatever situation arises with the aim of getting you to where you want to be.

What we offer

- Provision of practical HR advice around how to get to your desired outcome, taking account of employment law and managing risk
- Support with drafting employee communications and specific management guidance
- Coaching managers step-by-step on how to approach employee relations issues, which increases skill level, confidence and ownership of issues
- Strategies to help reduce absenteeism
- Independent mediation, offering a safe, effective and confidential process for all parties in dispute to find their own solutions and reach agreement.
- Attendance at meetings either remote or in person dependent on location, situation and budget

We have the skills and experience to help you navigate a wide variety of employee relations issues in a way which gets you to the right result with management of risk. Whilst our team are experienced HR practitioners who understand employment law, they are not lawyers. They guide clients through processes taking employment law into account.

Our process

The Hunter Adams employee relations experts use tried and tested processes and formats to thoroughly investigate, report findings, make recommendations & observations, and provide robust outcomes for our cases. By tapping into their own experience of best practice and case law, as well as that of the wider team, we can ensure every client receives a thoroughly detailed, high-quality service and a follow-up report to help them to make robust decisions and manage any risk to their business. When managing an employee relations process on behalf of a client, our Associate Consultants operate an in depth 'peer review' process to ensure a Hunter Adams Business Manager has reviewed the details of the investigation, the findings and the output; ensuring the highest quality service is always being provided.

How we'll deliver for you

Depending on the scale of your challenge, we can deliver on an ad-hoc consultancy basis, or we can provide you with a dedicated interim consultant who will work with you in-house. We have an in-house team of senior HR professionals based across the UK, as well as a strong and trusted network of associate consultants.

Our clients

Retail	Legal	Public Sector
Technology	Manufacturing	Professional Services
Finance	Education	Oil & Gas Supply Chain
Third Sector	Pharmaceutical	Health Care Providers
Start-Ups / SMEs	Media	Hospitality

A snapshot of recent cases

Sensitive & complex grievance investigations

- Sexual harassment cases, sexual discrimination cases, data breaches, breach of company policy, inappropriate, intimidating, indecent and/or immoral behaviour, equal pay claims, including those raised by Senior Managers and against Founders, Partners, Managing Directors, CEO's and board members, as well as other employees and those raised by multiple parties in relation to the same issue
- Cases relating to a variety of factors including claims of serious bullying, harassment and fraudulent activities by a variety of employees including senior management, CEO and board members

Disciplinary investigations, disciplinary hearings & appeals against dismissal

- Complex disciplinary processes up to and including CEO level dismissals
- Redundancy dismissals, including multiple complex appeals against redundancy termination where claims of disability, age and/or sex discrimination have been made
- Allegation of malicious personal data breach
- Allegations of fraudulent practices by MD/ Founding Partner

Setting up and facilitating a bullying and harassment helpline

- A confidential and independent helpline provided by the company to enable employees to discuss any concerns that they were having regarding any experiences they had regarding bullying and harassment, providing an opportunity to discuss any options open to them to resolve.

Whistleblowing

- Bullying and harassment
- Employment status concerns
- Health and safety concerns
- Child protection concerns
- Fraud concerns

Provision of guidance and support to clients in relation to

- Management of complex and high-risk absence, including facilitation of return to work processes where required
- Management of ill health capability processes through to ill health retiral where appropriate
- Management of processes relating to allegations of high-risk behaviour resulting in reportable injuries

A snapshot of recent cases (cont.)

Training workshops

- Dignity at Work Management workshops including risks of poor people management, protected characteristics, pitfalls, banter and bullying and harassment.
- Workplace Investigation training for individuals working in care sector

Performance management

- Coaching and supporting to Managing Director with performance management of member of Senior Management Team where protected characteristics exist

Employee engagement focus groups

- Facilitation of a number of employee engagement focus groups & preparation of presentation data & recommendations ranging from 10 to 500+ employees

Job evaluation

- Evaluate roles, create grades and job mapping
- Independently manage appeal against job evaluation outcomes
- Independently review and analysis of two job descriptors and provision of findings on any similarities or differences, in relation to supporting the company to respond to grievance

Don't just take our word for it...

We are confident in the quality and superiority of our employee relations services and the consistent positive feedback we receive from clients reinforces this. We regularly receive repeat, high-level employee relations work from a wide variety of high-profile organisations across the UK, including from multiple UK legal firms, which we would be delighted to talk through with you in more detail.

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