

With UK employment law changing on a regular basis, it is becoming increasingly difficult for business' to keep up to date and comply with employment legislation. Each year there are thousands of tribunal cases in the UK with one in three employers facing court action as a direct result of disciplinary action.

QTS UK Ltd offers comprehensive and professional HR support to ensure that you are compliant with UK employment law.

HR Outsourcing Service

Our HR outsourcing service is cost effective, tailored to your business needs and alleviates your business of the issues and costs associated with an in-house HR team. You also have access to **CIPD qualified HR advisors** and up-to-date independent advice, whenever you need it.

Below is an example of the core package we can offer; however, we appreciate that every company is different and if you are looking for a more specific solution or help with a particular project, we can create a bespoke package tailored to your needs.

Core Services

- Access to a CIPD qualified HR Advisor
- Unlimited telephone support
- Comprehensive HR health check
- Audit of all existing HR documentation
- Company Handbook
- Company policies & procedures (statutory)
- Contracts of Employment
- Additional policies
- Legislation updates and guidance

HR Consultancy Service

QTS UK Ltd HR Consultants provide companies with an affordable HR consultancy service, our services include: employment law related issues, performance management, reward management, redundancy issues or team building at any level in the organisation.

We work in partnership with you to provide hands-on assistance and guidance in any situation that requires the skills of our HR advisor who is professional, objective and independent of your organisation, e.g. when you need someone to conduct an investigation into a complex grievance or disciplinary matter.

Our **CIPD qualified HR advisors** are on hand to help you through any queries you may have and will ensure we put together the best package for your business needs.

When a serious conflict occurs between employees or the employer, the usual reaction is to engage lawyers/solicitors to resolve the matter through the courts or to use grievance and disciplinary procedures. These processes are always costly, both in money and time, and almost always result in a win-lose situation.

Workplace mediation is a tried and tested solution which is not only cost effective and efficient, but also has a high possibility of a win-win for the all parties involved. Mediation is conducted in a structured and sensitive way, moving forward a step at a time, only if the all parties agree.

Workplace Mediation

The **QTS UK Ltd** workplace mediation service seeks to provide an informal and speedy solution to workplace conflict and we do this in a number of ways, by:

- Exploring the issues, feelings and concerns of all those involved and rebuilding relationships using joint problem-solving
- Allowing those involved to understand and empathise with the feelings of those they are in conflict with
- Giving those involved an insight into their own behaviour and that of others and opening up opportunities for change
- Helping those involved develop the skills to resolve workplace difficulties for themselves in future
- Encouraging communication and helping those involved to find a solution that both parties feel is fair and offers a solution that supports them
- Using energy generated by workplace conflict in a positive way to move things on

Typically, workplace mediation will be arranged as confidential, one to one meetings with each party involved, followed by one joint meeting.

What is Mediation?

- Workplace mediation is where an impartial third party, the mediator, helps two or more people in dispute to attempt to reach an agreement
- An agreement comes from those in dispute, not from the mediator. The mediator is not there to judge, say that one person is right and one is wrong or tell those involved in the mediation what they should do
- The mediator is in charge of the process of seeking to resolve the problem but not the outcome
- Mediation distinguishes itself from other approaches to conflict resolution in a number of ways; it is informal, flexible, voluntary, morally binding but has no legal status, confidential and (generally) unrepresented

For further information, please **call us on 01492 531277**.