

Report structure example: Acas Early Conciliation decision-making report

Lists of contents, tables and charts (1 page)

Acknowledgements and report authors (1 page)

Executive summary (3 pages)

Glossary (1 page)

Introduction (3 pages)

- Context for the research
 - Policy background
 - Overview of the EC / tribunals process
- Research aims and objectives
- Research methodology
- Reporting conventions

Chapter 1 Participant / claimant profile. (2 pages) A short chapter covering:

- Demographic characteristics of the sample
- Nature of employment
- Understanding of Early Conciliation and tribunals prior to notification

Chapter 2 Early Conciliation Notification. (4 pages)

- Factors leading to Early Conciliation notifications
 - Nature of workplace disputes and steps taken to resolve them
 - Learning about Early Conciliation
 - When EC notifications were made in relation to dispute arising
 - Motivations / triggers
 - Employer response to dispute
 - External advice and support
 - Previous experiences
 - Barriers or constraints experienced
- Mind-set and desired outcomes at the notification stage
 - Typology of desired outcomes
 - Reasons / motivations underpinning desired outcomes

- Understanding of Early Conciliation and tribunals at the notification stage
 - The Early Conciliation / Employment Tribunal process
 - Expectations of Acas
 - How expectations and understanding were informed

Chapter 3 Early Conciliation. (5 pages)

- Experiences of first contact with Acas after notification
 - Nature and views of first contact
 - Understanding of Early Conciliation at this point
- Experiences of those who took up Early Conciliation
 - Decision-making around participating, factors considered
 - Mind-set and desired outcomes at this stage
 - Experiences of conciliation
 - How experiences compare with expectations
 - Conciliation outcomes
 - Reasons for not settling via Acas
- Experiences of those who did not take up Early Conciliation
 - Claimant non-engagement
 - Decision-making, factors considered
 - Mind-set and desired outcomes at this stage
 - Respondent non-engagement
 - Decision-making, factors considered
 - Mind-set and desired outcomes at this stage

Chapter 4 Employment Tribunal claim decision-making. (6 pages)

- Reasons for not submitting an Employment tribunal claim
 - Key factors that informed decisions
 - Interplay with secondary factors and wider circumstances
 - Mindset and desired outcomes at this stage
 - Influences on decision-making (including Acas)
 - Barriers and enablers to submitting an Employment Tribunal claim
- Outcomes experienced

Chapter 5 Reflections on the service provided by Acas. (4 pages)

- Early Conciliation notification
 - What worked well
 - What worked less well
 - Suggestions for improvement

- Early Conciliation and role of the conciliator
 - What worked well
 - What worked less well
 - Suggestions for improvement including how engagement in Early Conciliation could be encouraged

Chapter 6 Summary of key findings / conclusions. (2 pages)

- Discussion of key findings and implications including:
 - Key influences in Early Conciliation and tribunal claims decision making
 - Summary of suggestions for improvement the Early Conciliation service

Technical appendices

- Methodological details
- Research tools

References