

**acas** working for everyone  
to resolve and prevent  
workplace problems

## Introduction to Acas

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## Who are we?

- Acas' aim is to make working life better for everyone in Britain.
- We improve organisations and working life through better employment relations.
- We provide information and advice, high-quality training and services to help employers and employees solve problems and work together effectively.



Up-to-date



Independent



Confidential



Practical



Impartial

# What does Acas do?



## Acas Website [www.acas.org.uk](http://www.acas.org.uk)



- New accessible website
- Up-to-date advice & guidance
- Sign up for e-learning, webinars and more
- C.14.4million sessions 22-23

## Acas Helpline 0300 123 1100



- Quick, accurate
- Up to date good practice advice
- Expert customer service team
- Referrals for business support
- 656k calls 22-23

# What does Acas do?



## Training

Customer services team - 0300 123 1150

[www.obs.acas.org.uk](http://www.obs.acas.org.uk)



- **Open access courses** for HR professionals and small firms (+9k delegates in 2022-23).
- **In-house bespoke support** for organisations (+15k delegates in 2022-23).
- **'Mock' events, eg tribunals, early conciliation, etc.**
- **Conferences** - we address the big issues that align with our influencing agenda.

# What does Acas do?



## Dispute resolution



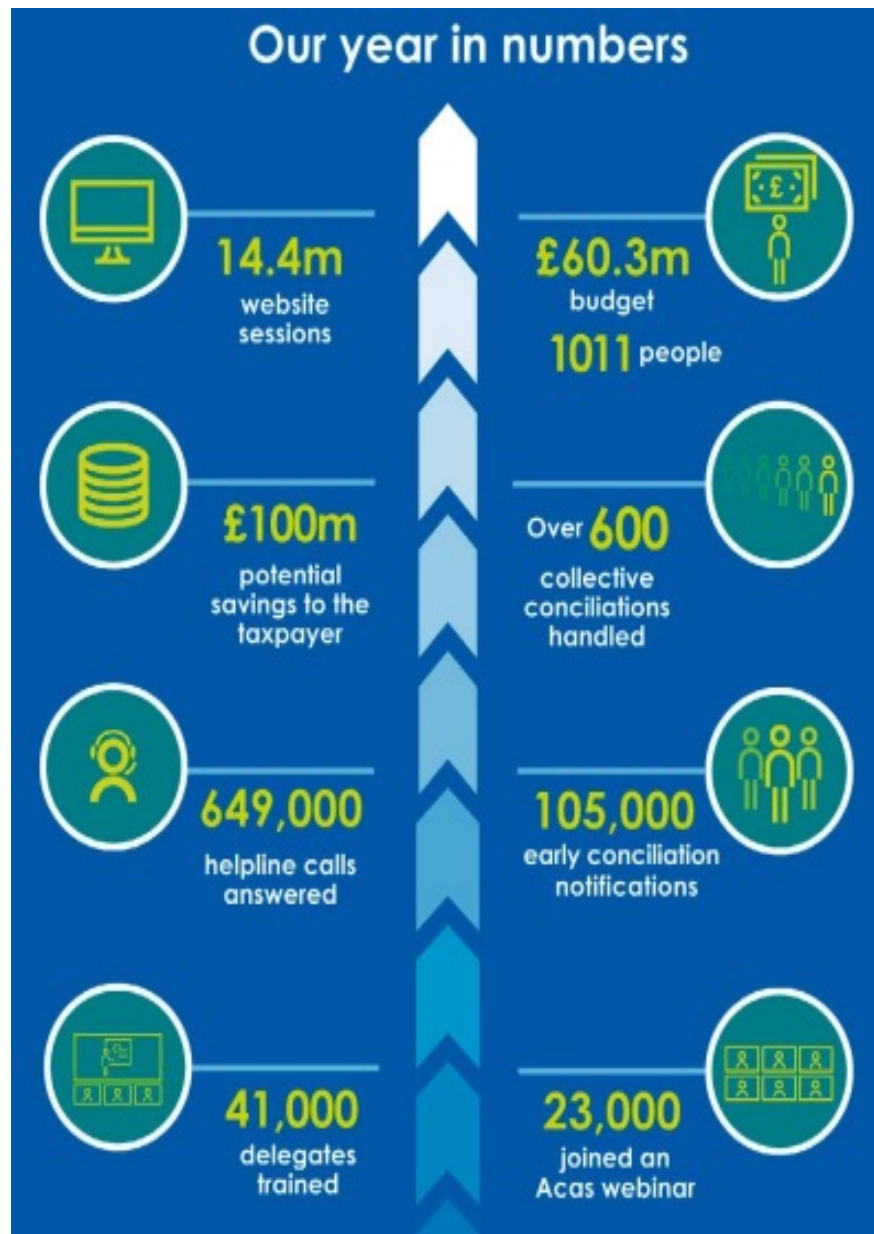
- Individual dispute resolution (c. 106k cases)
- Collective dispute resolution (c. 610 cases; 0'000s people)
- Arbitration
- Mediation

## Influencing future of work



- Influencing formulation and implementation of Govt policy
- Insight and evidence from frontline support
- Working with partners to influence future of work and workplaces

# 2022-23: the year in review



# Stay in touch



## Subscribe to our newsletter



[acas.org.uk/subscribe](https://acas.org.uk/subscribe)

## Call us



Acas Helpline:

**0300 123 1100**

Acas Early Conciliation:

**0300 123 1122**

Customer Services  
Team

**0300 123 1150**

**events@acas.org.uk**

## Connect to us on social media



**@acasorguk**  
**Acas**

# Contact me directly

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Questions?