

HR Support & Advice

Colden HR are available from Monday to Friday, 9am to 5pm. You will get a response within 24 hours. Queries sent at the weekend will get a response by 5pm Monday.

Pick up the phone or send an email:

Phone: 0121 284 0852

Email: enquiries@coldenhr.co.uk

Outside of these hours, below is some guidance that will help you deal with serious issues that really can't wait.

Out of Hours Action

Even the best manager can't stop people from being people. What do you do if an employee turns up to work drunk? Or doesn't turn up at all? What if a fight breaks out? Maybe you have good reason to believe someone is stealing from your business? What if one of your staff tells you they have been harassed by another employee?

The guidance sheets can help you with all of these issues, but here are some other immediate actions you can take when you're at the sharp end of managing people to give you a holding position until you are able to speak to one of our specialist HR advisers for advice on next steps.

Please remember that the first actions you take are crucial and can make a significant impact to the outcome and risk to your business.

Dos and Don'ts

Do:

- Always deal with staff in a calm and professional manner. Their action, or lack of it, may feel personal, but remaining business-like will be the best thing for your business in the long run.
- If something has happened, or a complaint made, talk to any staff involved individually and, if at all possible, in private.
- Understand that staff may need express how they feel (ie angry, worried etc) before they can get down to facts. Give them time and listen.
- Be clear about exactly what the problem is. Whoever you contact about the problem, they will need to know:
 - ◆ What happened
 - ◆ When
 - ◆ Where
 - ◆ Who was involved
 - ◆ Why this is a problem

Writing down brief answers to these questions will help

- Gather any "documentation": this could be notes of what staff have told you, photos of relevant work areas, recorded phone messages or information on electronic systems (Note: do NOT take photos of people without their consent)
- Make sure you have up to date contact details for all employees, including contact numbers for Next of Kin. Only use Next of Kin details in extreme situations, for example if you believe the employee is at risk of harm.
- If your business has other managers, talk the problem through with them

Don't

- Don't tell anyone they're "fired". You need to find out exactly what happened before any dismissal. If you feel it's not safe for the business for an employee to remain at work, ask them to leave for the day, telling them you need to look into the matter and they should not come back to work until you contact them, which will be within a few days.
- Don't make assumptions. For example, if someone has not turned up for work, try to contact them and give them the chance to explain why. Or, if you see Fred hit Andy, speaking to everyone that was there might establish that Andy actually hit Fred first.
- Don't promise anything to your staff other than you will "deal with it". For example, promising your team that you will make sure Tina never turns up for work drunk again could be a difficult promise to keep.

Useful Out of Hours Contacts

Below are contact details for organisations that can help with specific issues:

Alcohol & Drug Misuse

The Drinkaware website lists helplines and online chat services for anyone concerned about their or another's problem drinking or substance abuse. Please note that the phone line is open 9am–8pm on weekdays, 11am–4pm on weekends.

[0300 123 1110](tel:03001231110)

<https://www.drinkaware.co.uk/advice-and-support/alcohol-support-services/support-lines>

Mental Health

If you have concerns about the mental health of one of your employees you can contact SANELine every day of the year from 4pm to 10pm:

0300 304 7000

<https://www.sane.org.uk/how-we-help/emotional-support/saneline-services>

Crime

Violent situation?	999
Non urgent advice?	101
Reporting a crime?	Use link below

<https://www.police.uk/pu/contact-the-police/report-a-crime-incident/>

Health and Safety

If there is a serious accident at work, you may need to report it to the Health and Safety Executive. They also have guidance on providing the right sort of Personal Protective Equipment (PPE) and other actions you can take to ensure your workplace is safe.

<https://www.hse.gov.uk/index.htm>