

Acas helpline data April to June 2025

5 November 2025

1. Introduction and main points

This quarterly statistical bulletin uses the Acas helpline data capture system (DCS) data to highlight trends seen within the Acas helpline service. The latest data in this bulletin was collected in April to June 2025 (quarter 1 2025 to 2026).

All values in this bulletin are rounded to zero decimal places unless specified otherwise.

Main points:

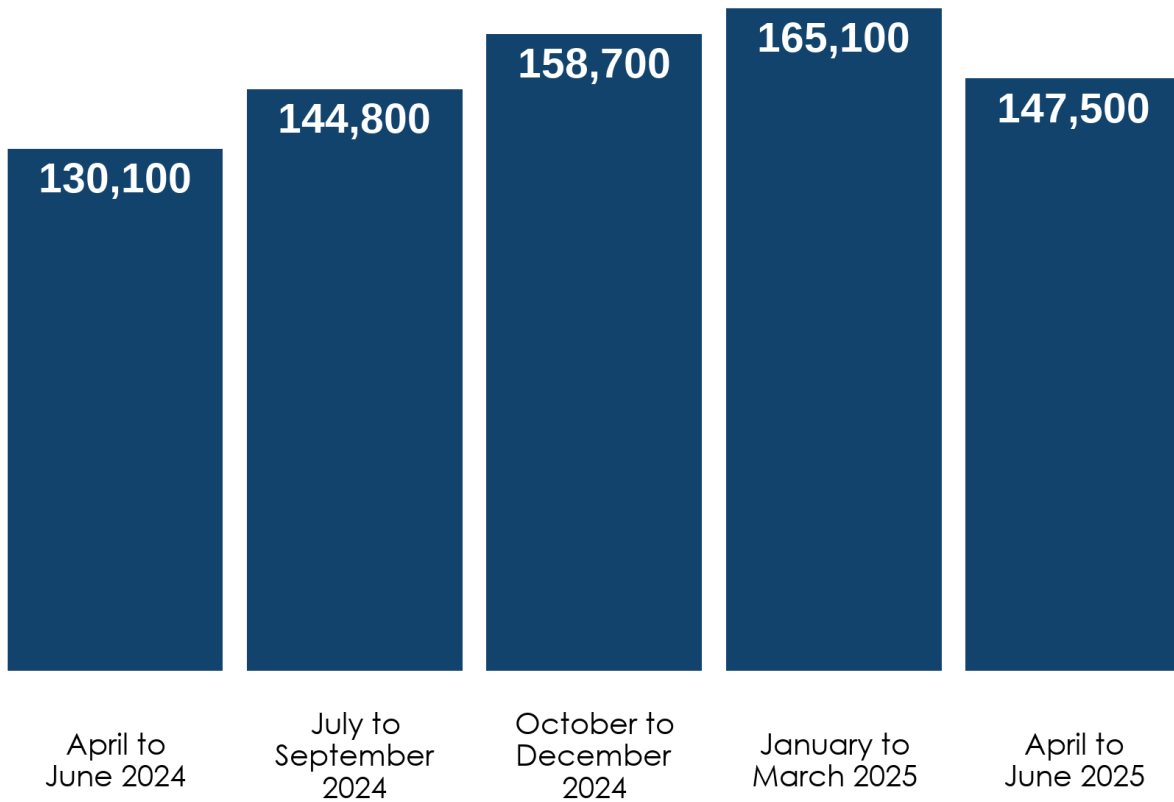
- the helpline service handled around 147,500 calls this quarter, around a 11% decrease on the previous quarter
- around 87% of calls handled were worker calls, while around 9% were employer calls
- the most common call topic this quarter was discipline, dismissal and grievance, with around 40% of calls related to this topic
- the most common call subtopics this quarter were grievance procedure (17%), dismissal (15%), and redundancy procedure (10%)
- workers were most likely to call the helpline with queries relating to 'discipline, dismissal and grievance', 'diversity and discrimination', and 'wages and National Minimum or Living Wage'
- employers were most likely to call the helpline with queries relating to 'absences, sickness and stress', holiday and working time', and 'maternity, paternity and adoption'

2. Who is calling the helpline?

Call volumes

The helpline handled around 147,500 calls in April to June 2025. This is roughly a 11% decrease on the previous quarter and roughly a 13% increase on January to March 2025. Values in Figure 1 have been rounded to 4 significant figures.

Figure 1: Helpline call volumes in the 5 latest quarters



Data table: Helpline call volumes in the 5 latest quarters

Quarter	Call volume
April to June 2024	130,100
July to September 2024	144,800
October to December 2024	158,700
January to March 2025	165,100
April to June 2025	147,500

Calls from workers include calls from:

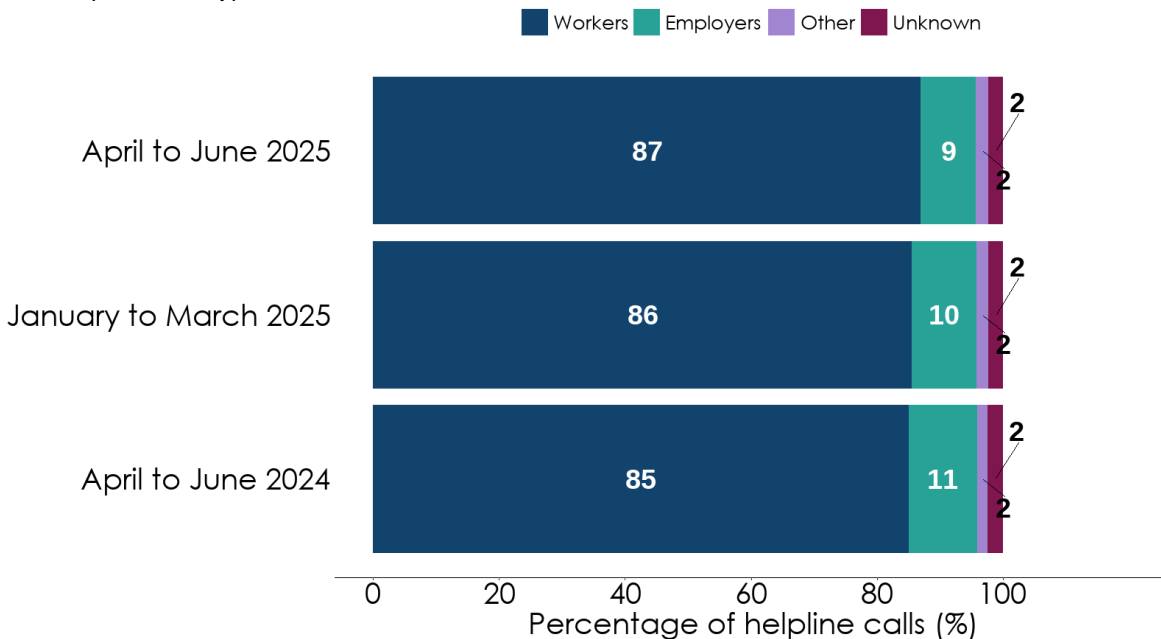
- workers
- third parties on behalf of workers
- agency workers
- apprentices
- interns

Calls from employers include calls from:

- employers and managers
- third parties on behalf of employers

Of the calls handled this quarter, 87% were worker calls and 9% were employer calls. This is similar to the previous quarter, where 86% of calls were from workers and 10% of calls were from employers. In quarter 1 last year, 85% of calls were from workers, while 11% of calls were from employers.

Figure 2: Helpline caller types



Note: The legend order reflects the order of the categories across the bars.

Data table: Helpline caller types

Type of caller	April to June 2024	January to March 2025	April to June 2025
Workers	85%	86%	87%
Employers	11%	10%	9%
Others	2%	2%	2%
Unknown	2%	2%	2%

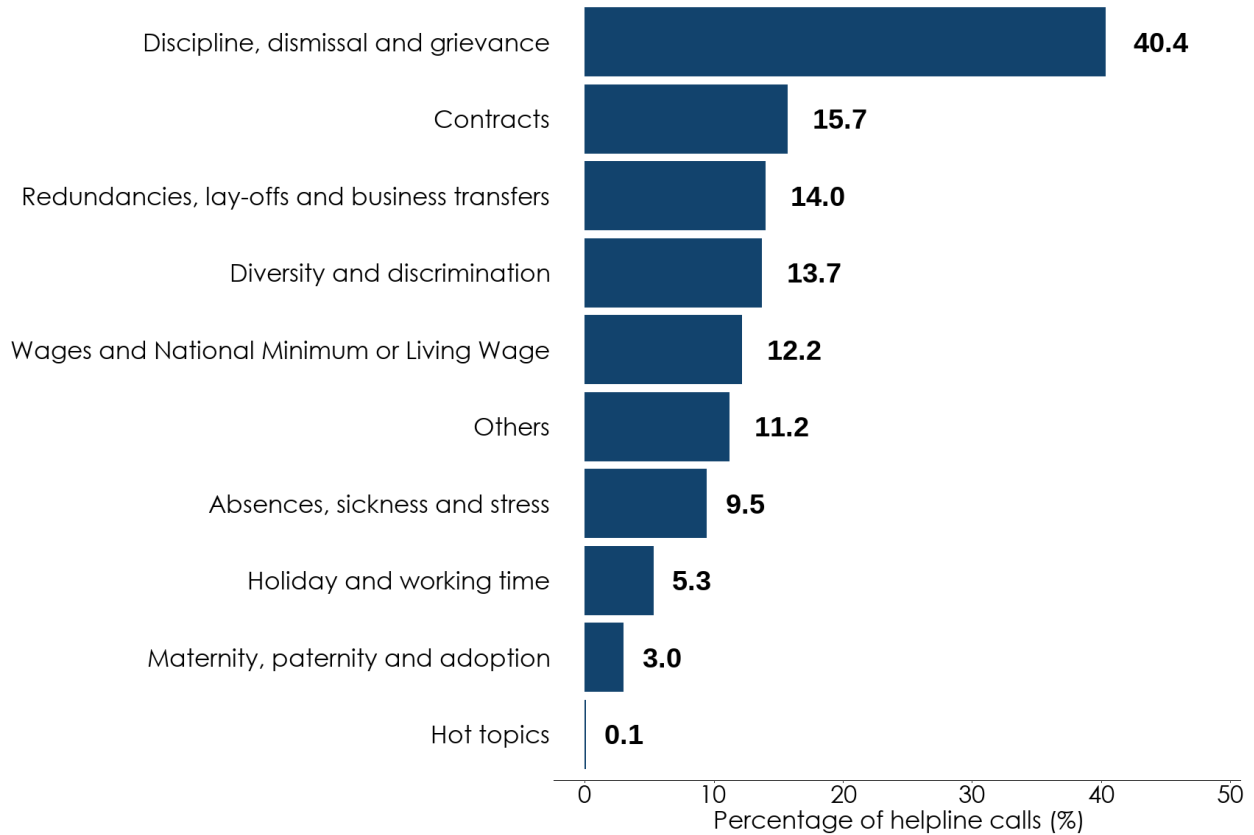
3. What are people calling about?

Call topics

Each data capture system record is assigned up to 5 call topics. These are assigned manually by the adviser and based on the subjects discussed during a call. The most common call topics in this period were:

1. Discipline, dismissal and grievance (40% of data capture system records)
2. Contracts (16%)
3. Redundancies, lay-offs and business transfers (14%)

Figure 3: Helpline call topics in April to June 2025



Note: Data capture system records can be assigned up to 5 call topics, therefore percentages may not add up to 100%.

Data table: Helpline call topics in April to June 2025

Call topic	Percentage of helpline calls
Discipline, dismissal and grievance	40.4%
Contracts	15.7%
Redundancies, lay-offs and business transfers	14%
Diversity and discrimination	13.7%
Wages and National Minimum or Living Wage	12.2%
Others	11.2%
Absences, sickness and stress	9.5%
Holiday and working time	5.3%
Maternity, paternity and adoption	3%
Hot topics	0.1%

Table 1 highlights the change in the percentage of data capture system records with each call topic. These are compared with the previous quarter and the same quarter in the previous year. A positive change means that a particular call topic was more common in

the most recent quarter.

Table 1: Changes in the percentage of helpline calls with each call topic

Call topic	Percentage of helpline calls in April to June 2025	Percentage point change versus January to March 2025	Percentage point change versus April to June 2024
Discipline, dismissal and grievance	40.4%	0.5	1.2
Contracts	15.7%	-1.2	-1
Redundancies, lay-offs and business transfers	14%	-0.1	1.4
Diversity and discrimination	13.7%	0.1	1.7
Wages and National Minimum or Living Wage	12.2%	0.6	-0.6
Others	11.2%	0.7	1.6
Absences, sickness and stress	9.5%	-0.9	-0.3
Holiday and working time	5.3%	-0.8	-1.3
Maternity, paternity and adoption	3%	-0.3	-0.2
Hot topics	0.1%	0	0

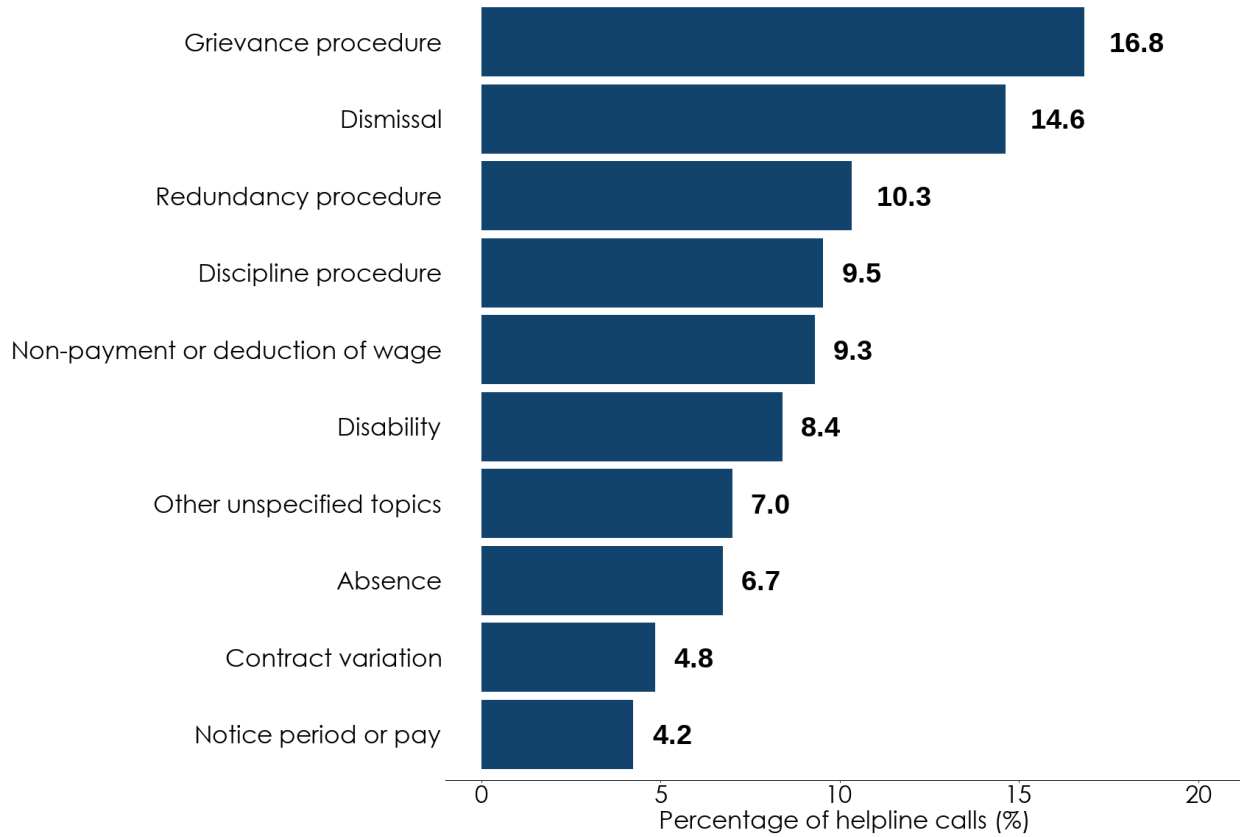
Change from period to period tends to be very small, though year-on year changes can be more significant and highlight emerging issues. However, the percentage of calls about each call topic have remained stable over the last 12 months. This suggests the issues that have been affecting workers and employers over the last year have not changed much.

Call subtopics

Each call topic also has a number of subtopics. Up to 10 subtopics can be selected in each data capture system record. Figure 4 shows the most common subtopics this quarter. Figure 5 shows the most common subtopics last quarter. Figure 6 shows the most common subtopics in the equivalent quarter last year.

Data capture system records can be assigned up to 10 call subtopics, therefore percentages may not add up to 100%.

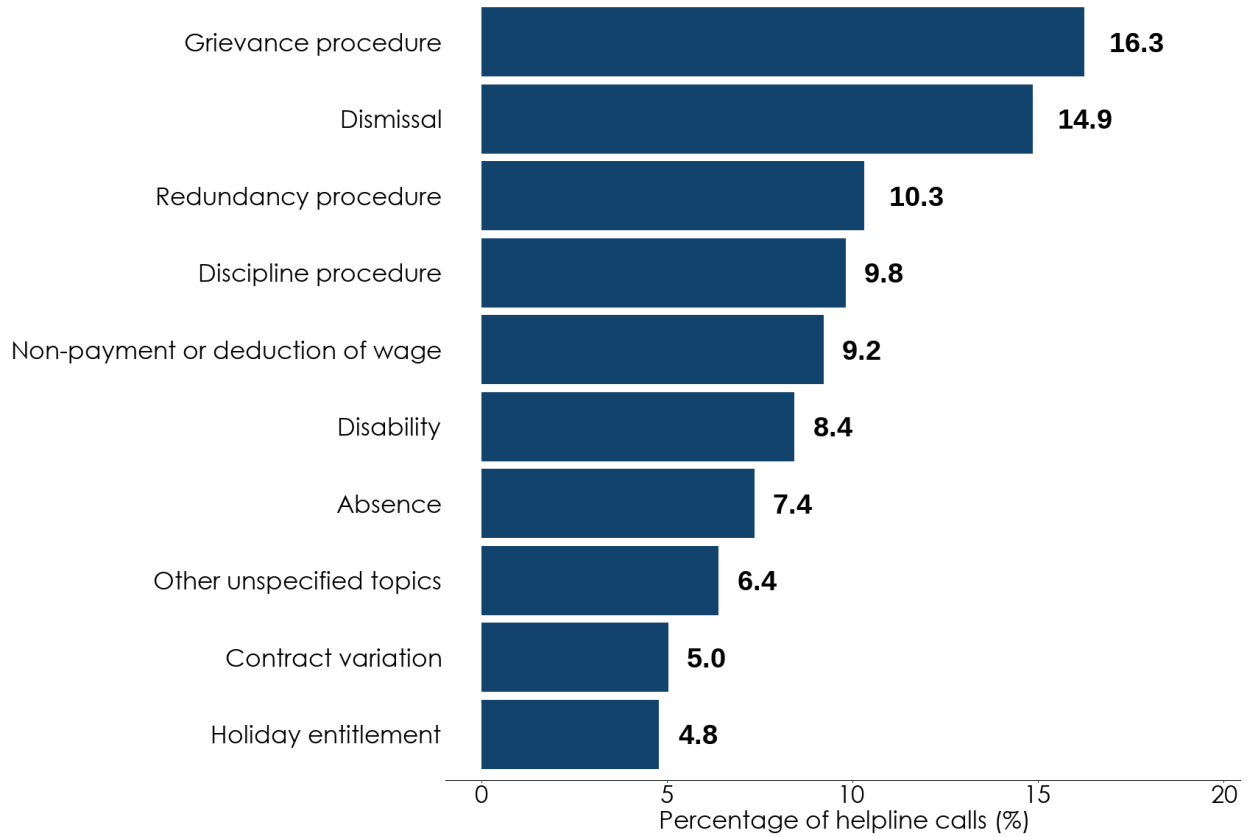
Figure 4: 10 most common helpline subtopics for April to June 2025



Data table: 10 most common helpline subtopics for April to June 2025

Call subtopic	Percentage of helpline calls
Grievance procedure	16.8%
Dismissal	14.6%
Redundancy procedure	10.3%
Discipline procedure	9.5%
Non-payment or deduction of wage	9.3%
Disability	8.4%
Other unspecified topics	7%
Absence	6.7%
Contract variation	4.8%
Notice period or pay	4.2%

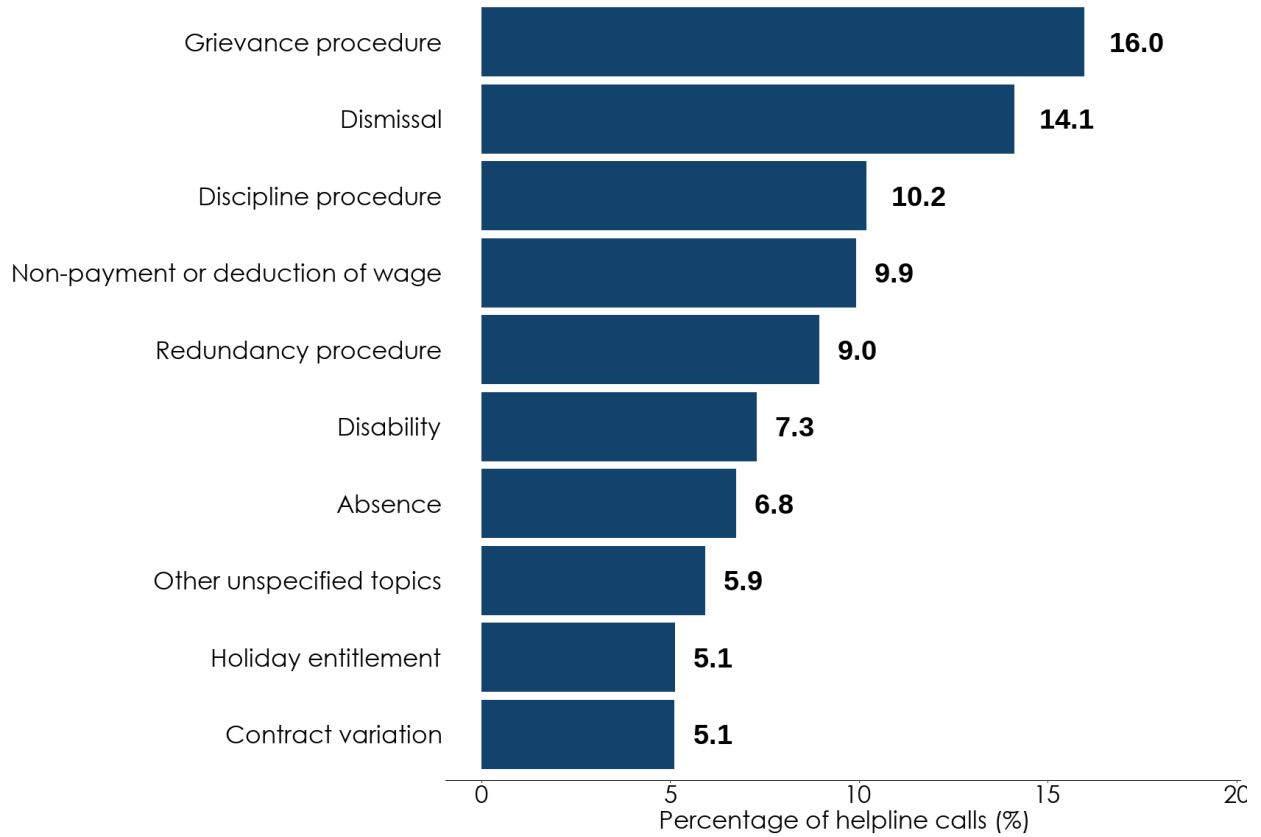
Figure 5: 10 most common helpline subtopics for January to March 2025



Data table: 10 most common helpline subtopics for January to March 2025

Call subtopic	Percentage of helpline calls
Grievance procedure	16.3%
Dismissal	14.9%
Redundancy procedure	10.3%
Discipline procedure	9.8%
Non-payment or deduction of wage	9.2%
Disability	8.4%
Absence	7.4%
Other unspecified topics	6.4%
Contract variation	5%
Holiday entitlement	4.8%

Figure 6: 10 most common helpline subtopics for April to June 2024



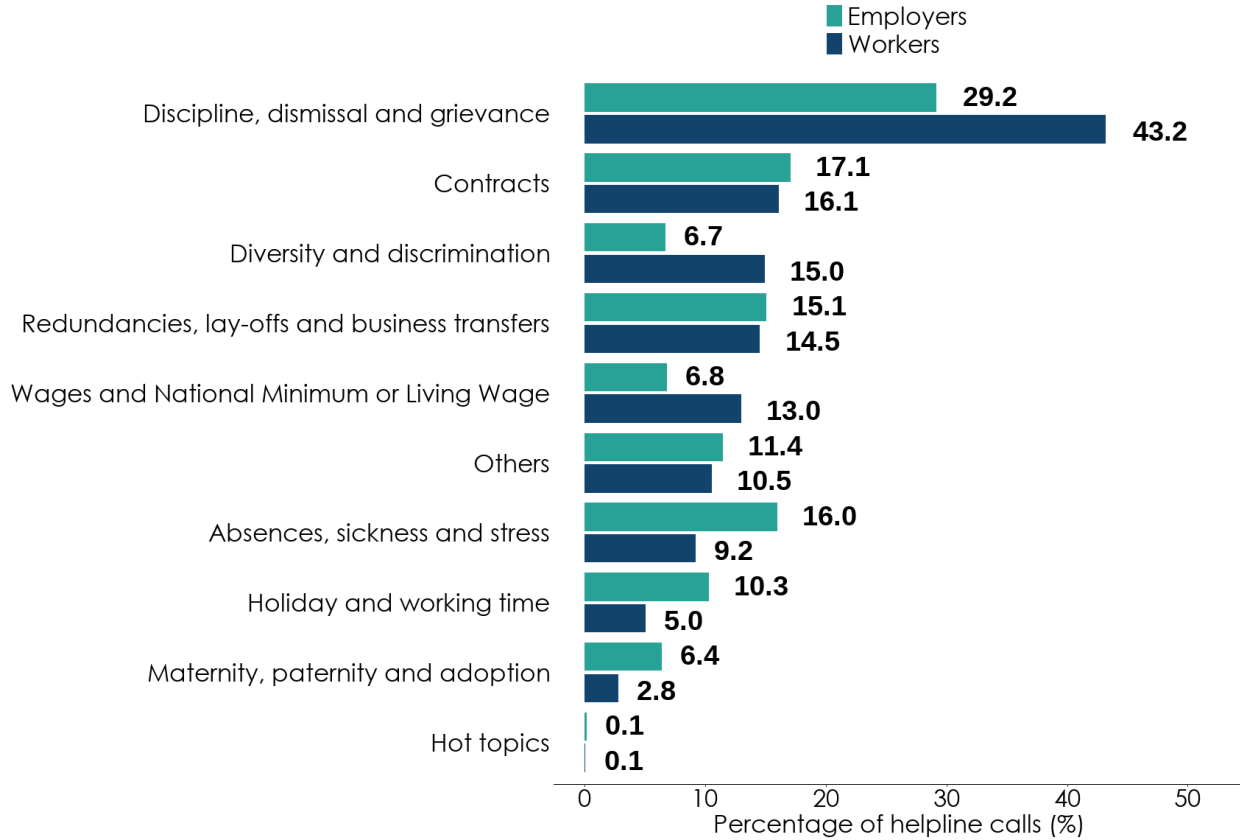
Data table: 10 most common helpline subtopics for April to June 2024

Call subtopic	Percentage of helpline calls
Grievance procedure	16%
Dismissal	14.1%
Discipline procedure	10.2%
Non-payment or deduction of wage	9.9%
Redundancy procedure	9%
Disability	7.3%
Absence	6.8%
Other unspecified topics	5.9%
Holiday entitlement	5.1%
Contract variation	5.1%

4. What differences are there between workers and employers?

Workers and employers may call the Acas helpline for different reasons. The figures below show the most common call topics and subtopics when workers call the helpline, compared with when employers call the helpline.

Figure 7: Helpline call topics by caller type for April to June 2025



Note: Data capture system records can be assigned up to 5 call topics, therefore percentages may not add up to 100%. The legend order reflects the order of the categories across the bars.

Data table: Helpline call topics by caller type for April to June 2025

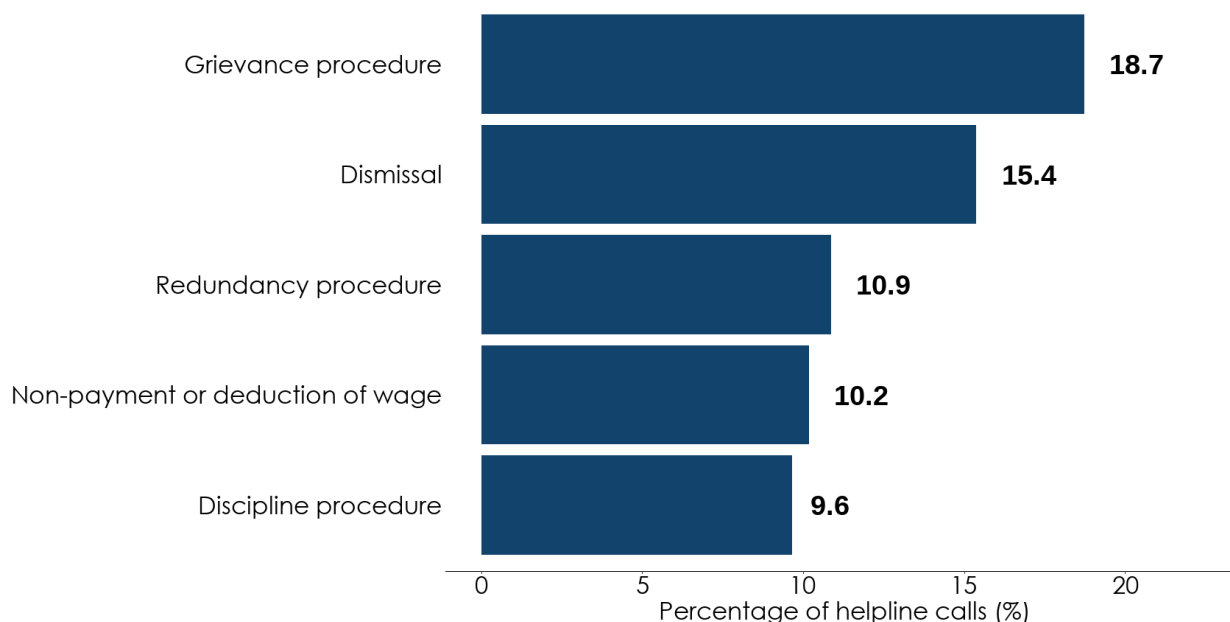
Topic	Worker calls	Employer calls
Discipline, dismissal and grievance	43.2%	29.2%
Contracts	16.1%	17.1%
Diversity and discrimination	15%	6.7%
Redundancies, lay-offs and business transfers	14.5%	15.1%
Wages and National Minimum or Living Wage	13%	6.8%
Others	10.5%	11.4%
Absences, sickness and stress	9.2%	16%
Holiday and working time	5%	10.3%

Topic	Worker calls	Employer calls
Maternity, paternity and adoption	2.8%	6.4%
Hot topics	0.1%	0.1%

Figure 7 shows that in this quarter workers were more likely to call the helpline with queries relating to 'discipline, dismissal and grievance', 'diversity and discrimination', and 'wages and National Minimum or Living Wage'. Employers were more likely to call the helpline with queries relating to 'absences, sickness and stress', 'holiday and working time', and 'maternity, paternity and adoption'.

Figures 8 and 9 highlight how dismissal, redundancy procedure, and discipline procedure were amongst the common subtopics for both workers and employers in April to June 2025.

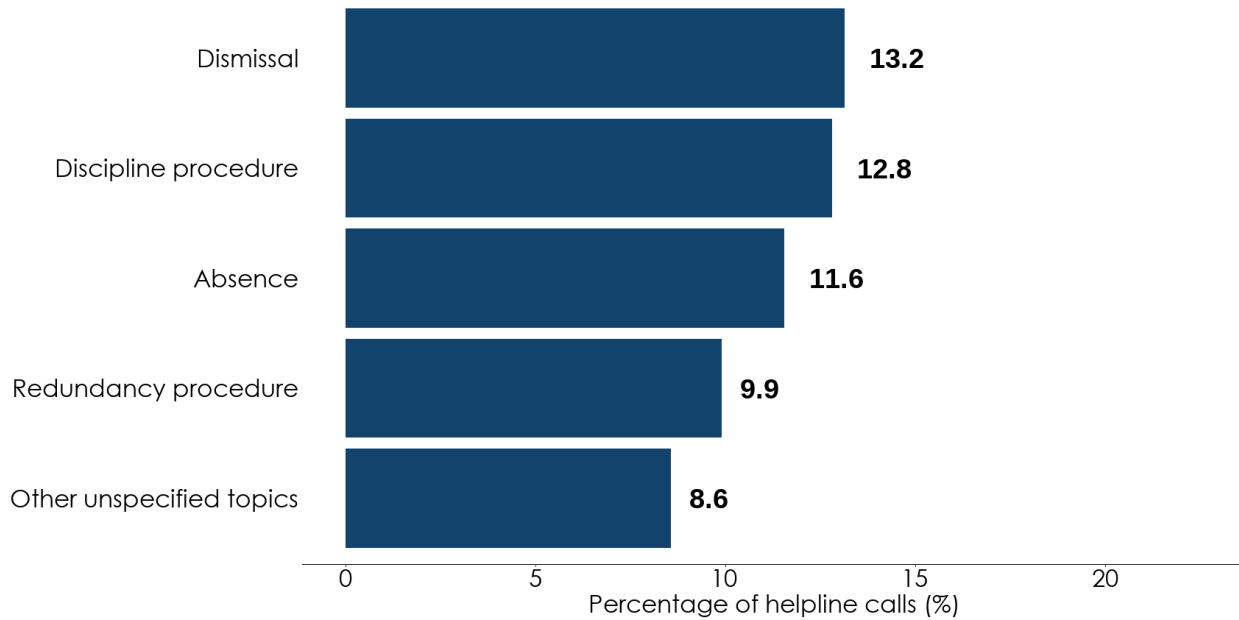
Figure 8: Most common helpline subtopics for workers in April to June 2025



Data table: Most common helpline subtopics for workers in April to June 2025

Subtopic	Percentage of helpline calls
Grievance procedure	18.7%
Dismissal	15.4%
Redundancy procedure	10.9%
Non-payment or deduction of wage	10.2%
Discipline procedure	9.6%

Figure 9: Most common helpline subtopics for employers in April to June 2025



Note: Data capture system records can be assigned up to 10 call subtopics, therefore percentages may not add up to 100%.

Data table: Most common helpline subtopics for employers in April to June 2025

Subtopic	Percentage of helpline calls
Dismissal	13.2%
Discipline procedure	12.8%
Absence	11.6%
Redundancy procedure	9.9%
Other unspecified topics	8.6%

5. Glossary

Call volume

The number of inbound calls answered by helpline advisers within a specified time period.

Data capture system

The helpline data capture system (DCS) is used by helpline advisers to capture information on a call such as:

- time and date of the call
- certain characteristics of a caller
- the subjects discussed during a call
- any follow-up actions from the call

Around 95% of helpline calls have associated data capture system records.

Worker calls

Calls answered by the helpline from that were made by those who were workers, third parties on behalf of workers, agency workers, apprentices, and interns.

Employer calls

Calls answered by the helpline from employers, managers or third parties on behalf of employers and managers.

Call topics

High level subjects discussed during a call. Call topics are manually assigned to a call by advisers using the data capture system, each call can have up to 5 call topics assigned.

Call subtopics

More specific subjects discussed during a call. Each call topic has a number of associated subtopics advisers can assign to a call. Each call can be assigned up to 10 call subtopics. A list of call topics and associated subtopics can be found in the background quality report for this data.

6. Quality

You can find more information in the [background quality report](#) on:

- strengths in the data
- limitations of the data
- appropriate uses of the data
- how the data were created

7. Related links

[Acas helpline evaluation reports](#)