

## Collective conciliation

### What collective conciliation is

Collective conciliation is one of the dispute resolution services that Acas offers.

When there's a disagreement between an employer and a group of workers represented by a trade union, collective conciliation can help both sides come to an agreement.

### When to use

Collective conciliation can be used to settle disputes about:

- annual pay reviews
- other pay issues – for example sick pay, pensions, holiday pay  
employment contract terms – for example working hours
- changes in working practices – for example homeworking, break times, artificial intelligence
- discipline and dismissal of groups of employees
- discipline and dismissal of an employee trade union representative
- redundancy consultation and redundancy selection
- trade union recognition

If the dispute is not between an employer and a group of workers represented by a union or employee representative, Acas offers other help.

[Find out more about other types of dispute resolution](#)

### Why use collective conciliation

In most cases using collective conciliation helps:

- improve industrial relations
- prevent industrial action
- resolve trade union recognition and access request disputes

Collective conciliation is:

- free
- voluntary
- confidential

## Request collective conciliation

To request or ask about collective conciliation, [contact the Acas Training and Customer Services team](#).