

How conciliation works

Collective conciliation involves Acas working directly with employers and groups of workers or their representatives to settle a dispute. It gives both parties the chance to come to an agreement without taking legal or industrial action.

Our collective conciliators set up talks between:

- employers
- official union representatives
- employee representatives – working on behalf of a group of employees

Acas is impartial which means we:

- do not take sides
- help both parties find a solution that everyone agrees to

Initial meetings

A conciliator will usually meet separately with the parties involved. This can be in a video call or in person.

In the meeting, we will:

- explain the collective conciliation process
- talk through the issues with both sides
- help the parties to consider different options

Joint meeting

After the initial meetings, the conciliator will then bring everyone together in a meeting. These are often in person.

In the meeting:

- both parties have the chance to fully explain their position
- a conciliator goes between the parties with offers, to help them reach an agreement

Reaching an agreement

The conciliator will make sure that everyone understands what has been agreed. They can also help write up an agreement.

Meet the team



Joanna Nunn

Head of Collective Dispute Resolution and Chief Conciliator



Aaron Kennedy

Collective Dispute Resolutions Manager (North) and Assistant Chief Conciliator



Matt Penfold

Collective Dispute Resolutions Manager (South) and Assistant Chief Conciliator

Local collective conciliators

Our conciliators are based in England, Scotland and Wales.

- **East Midlands** – Graeme Young, Robert Crosby
- **East of England** – Louise Ramsey
- **London** – Faye Law, Sarah Podro, Tian Zhu
- **North East** – Malcolm Phillips
- **North West** – Gareth Howard, Mel McRae
- **Scotland** – Jane Fleming, Marie Young
- **South East** – Phil Osborne
- **South West** – Matt Knight, Michael Gardner
- **Yorkshire and The Humber** – Alison Frosdick
- **Wales** – James Forse
- **West Midlands** – Jane Wilson, Karen Nahal