

## Absent Whilst on a Formal Procedure

### Guide for managers

This guide outlines the approach to taken when an employee reports as being absent whilst subject to a formal procedure.

#### Main topic areas

- Overview
- Employee reports absent
- Employee declines or refuses to attend Occupational Health Service referral
- Employee is fit to participate within the formal procedures
- Continuing with the formal procedure and outcome
- Employee is not fit to participate in the formal procedure
- Other support
- Where to go for further information

#### Getting help

Contact your manager if you have any queries about this guide.

Managers can obtain advice by:

Calling the HR Services Advice Centre on 0845 6060603 / 5456 7100

Managers working for Parcelforce Worldwide should call 0845 6042787 / 5456 4747

For web access go to:  
<https://www.psp.royalmailgroup.com>



# Absent Whilst on a Formal Procedure

## Guide for managers

### Overview

This is procedure in Royal Mail Group. This includes Conduct, Stop Bullying & Harassment or Improving Performance.

### Employee reports absent

If an employee reports absent while subject to a formal procedure, their manager should:

Check with the employee to understand if their absence will prevent them from taking part in the formal procedure

If they are unable to take part in the formal procedure and if the absence is going to last less than a few days, they should wait until the employee returns to work. If the employee does not return at this point then the manager should refer to the approach below

If they are unable to take part in the formal procedure and if the absence is going to last more than a few days the manager should consider a referral to the Occupational Health Service (OHS) to understand if there is any medical reason why the employee cannot continue with the formal procedure

### Employee declines or refuses to attend Occupational Health Service referral

An employee may refuse to co-operate by either declining to give their consent or in refusing or failing to attend their referral appointment. In such cases, the approach that should be taken by the manager should be the same:

The manager should ensure that they document every attempt made to encourage the employee's cooperation with the process

The manager should also ensure that the employee clearly understands why the referral to the Occupational Health Service is being made and how the information received from them will be used. In order to demonstrate this, the manager should write to the employee to explain why the referral is being made

Where the employee still declines to give consent or attend a referral, the manager should give the employee two working days to reflect on their decision and encourage them to consult with their union representative.

Where they continue to refuse the manager should advise them in writing that the formal procedure will progress.

The letter should:

- Include the date and time of the next step, and encourage them to attend
- Remind them that they can still agree to attend an Occupational Health assessment
- Encourage them to talk to their union representative
- Let the employee know that if they are unable to attend in person, they have the opportunity to put forward considerations in writing by a specified date or ask their representative to present the information on their behalf
- Remind the employee that if they do not complete any of the above that a decision may be made with the information that is available and they will be advised of the outcome in writing

### Employee is fit to

Where the Occupational Health advice is that the employee is fit to participate,

**participate in the formal procedure**

it is expected that the employee will agree to cooperate. If the employee refuses to cooperate then the approach outlined above should be followed.

**Continuing with the formal procedure and outcome**

Where the manager is continuing with the formal procedure they should still follow the procedure and share all documents and information as outlined within the relevant agreements, policies or guides.

Once the formal procedure has been completed, the employee should be notified of the outcome, along with details of any right to an appeal and what will happen next.

**Employee not fit to participate in the formal procedure**

If the Occupational Health advice is that the employee is not fit to participate with the formal procedure then the manager should obtain advice from HR Services Advice and Support.

**Other Support**

Support and further information can be found on the Royal Mail Group Feeling First Class: Support helpline.

Feeling First Class: Support is the confidential and independent helpline – provided free for employees and available 24 hours a day and can be accessed by:

Calling 0800 6888 777

Visiting [www.rmfirstclasssupport.co.uk](http://www.rmfirstclasssupport.co.uk)

**Where to go for further information**

The Getting Help box on the front page tells you where to find further information.

Guidance is also available on the Policy and Information Site on PSP and HR pages on the intranet (for non-PSP users).