
NFSP BRANCH SECRETARIES' TRAINING

REPRESENTING MEMBERS

RTUs and Appeals



NFSP Branch Secretaries' Training Programme

OHP1

COURSE OBJECTIVES

At the end of this session you will be able to:

- Explain why it is important for an organisation to have a clear disciplinary procedure that lays down standards of performance or conduct.
- Explain the two different types of action that PON will consider when dealing with Subpostmasters who are thought to be in breach of their contract.
- Outline the Stages of the PON contract application procedures and the main issues for consideration at each of those stages.
- Using the case studies provided, identify the appropriate PON action. Explain the steps to be taken to prepare to represent the member and the arguments to be used at interview.
- Demonstrate through role play how to represent a member's case in an RTU interview.



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OHP2

RTUs AND APPEALS

- Poor Performance
- Misconduct
- Suspension
- Reasons to Urge (RTU) Interviews
- Appeals Procedure



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OHP3

DISCIPLINARY RULES

Why have them?

- Clear Rules benefit both Company and Individual
- Set standards of conduct and performance at work
- People know what is expected of them
- Provides for fairness and consistent treatment



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OHP4

WHY HAVE DISCIPLINARY PROCEDURES?

Procedure is the means by which

- Rules are observed
- Standards are maintained
- Short comings are dealt with
- Need for dismissals is reduced
- People do the right thing at the right time



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RULES AND PROCEDURES SHOULD BE:

- Written down
- Clear and unambiguous
- Non discriminatory
- Readily available
- Explained to all new people
- Reviewed periodically
- Fully understood



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TYPICAL DISCIPLINARY PROCEDURE

- Formal oral warning
Appeal
- Written warning
Appeal
- Final written warning
Appeal
- Dismissal
Appeal



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OHP8

PON GUIDELINES : MISCONDUCT

- **Suspension**

Subpostmaster advised

Remuneration withheld

PON Investigations

Temporary Subpostmaster

- **3 month review**

- **RTU Interview**

Reinstatement/Summary Termination

- **Right to Appeal**



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SUSPENSION – WHY?

- Arrest
- Civil or Criminal proceedings
- Dishonesty suspected
- Public scandal
- Bankruptcy and receivership



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WHAT ARE SUBPOSTMASTERS' RIGHTS?

Performance

- Subpostmaster should be given an opportunity to provide a written explanation of their conduct and PON allegations made against them
- Contract provides for subpostmaster to meet Retail Network Manager at their discretion, which "will not normally be withheld"
- Subpostmaster has the right to be accompanied at the interview by an NFSP Official, who must not be involved in the case.



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WHAT ARE SUBPOSTMASTERS' RIGHTS?

Misconduct

- Subpostmaster must be told in writing the specific charge and that summary termination might be the outcome.
- Subpostmaster should have the right to attend a face to face interview with the RNM to answer the charge – the Reasons to Urge interview.
- Subpostmaster has the right to be accompanied at the RTU interview by an NFSP Official, who must not be involved in the case.



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WHAT SHOULD PON SAY?

- State the specific charge
- Adequate notice of the RTU interview
- Outcome could be Summary Termination
- Subpostmaster can receive all relevant information



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PREPARING FOR AN RTU

- Need adequate time to prepare
- Has PON investigated promptly and established all the facts?
- Ensure you see any evidence PON is using in supporting its allegations before the interview.
- Make notes on the facts and statements made by any of parties involved
- Keep the case confidential



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THE RTU INTERVIEW

Identify the Issues

- Assess strengths and weaknesses
- Answer the RTU charge
- Is the charge appropriate?
- What is the best possible outcome for the member?



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PRESENTING THE CASE

- Diary of events
- Arguments to be used in defence
- Record all relevant facts
- Challenge charge where evidence supports defence
- What is best practice?
- Was the member following correct procedure?



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THE DOS AND DONTs

- Need to retain NFSP credibility
- Be Firm and assertive, but not aggressive
- Be Factual
- Stay calm – do not allow yourself to lose control of the situation through anger or frustration
- Follow your prepared notes



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THE APPEALS PROCEDURE

- Appeal may be in writing or through face to face interview
- 10 days to appeal
- Appeals Manager from National Appeals Panel
- Appeal Hearing within six weeks
- Outcome advised two weeks later



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CASE STUDIES

- What is the context?
- What is current performance?
- What is PON likely to look to achieve?
- What is an appropriate outcome?



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