# Do you have an employment relationship issue in your business?

The Early Resolution Service can help you resolve it quickly, before it becomes a bigger problem.

## What is Early Resolution?

Early Resolution is a free phone-based service within the Ministry of Business, Innovation and Employment (MBIE) that will work with you and your employee to help resolve the issue quickly and informally before it gets more difficult to sort out.

You can find out more about this service on the Employment New Zealand website:
**employment.govt.nz/early-resolution**

## Why choose Early Resolution?

Early Resolution is helpful when you're not sure how to deal with a problem that has just surfaced, and you want to deal with it quickly.

The process is flexible and confidential. You can talk with an impartial experienced resolution facilitator by phone to keep cost and time to a minimum.

Finding an acceptable solution to an issue is generally what people want, rather than a lengthy and expensive process.

Early Resolution can assist by:

› Speaking with you to understand what has happened and what is important for you

› Making sure everyone is fully informed with the right information

› Arranging discussions to see if a resolution can be reached

› Helping to negotiate an agreed outcome

› Referring the case to a more appropriate agency if necessary.

## Issues Early Resolution can help with

You can access Early Resolution if:

› You have concerns about your employee's performance or behaviour.

› You have a disagreement with an employee.

› You feel an issue could be resolved quickly with a little help from an independent resolution facilitator.

## How to access Early Resolution

If you have an issue that you'd like to resolve, and you want Early Resolution to help, complete our online form at:
**earlyresolution.employment.govt.nz**

Or call **0800 20 90 20** to get help from one of the MBIE contact centre representatives to capture your request for assistance before it is assigned to an Early Resolution facilitator.