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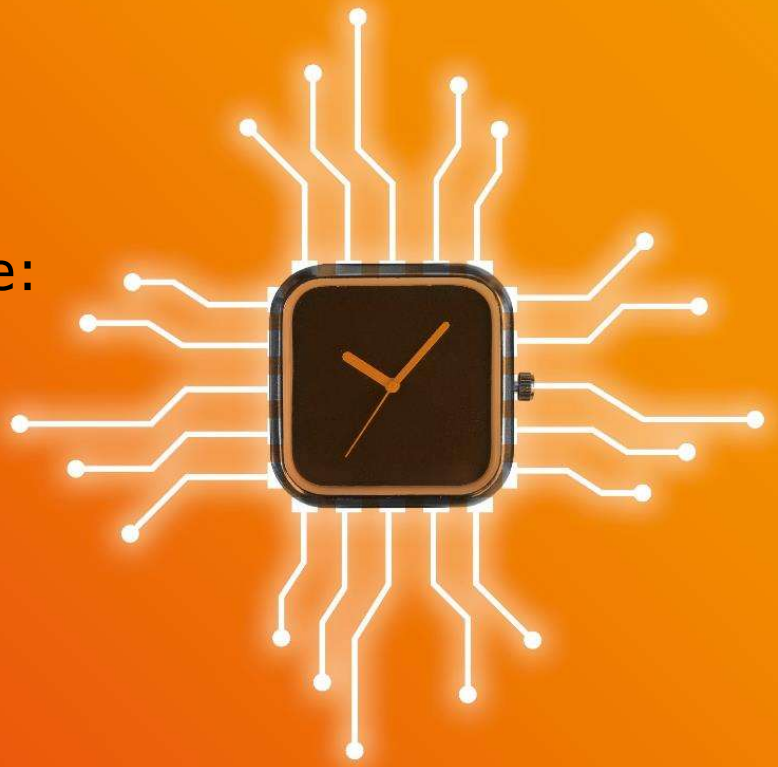
AI-generated grievances

Old Macdonald brought a grievance: AI, AI, oh….

5 November 2026, Edinburgh



Euan Smith
Partner



White House Accord on Super Intelligence

Joint Commitment on Frontier Responsibilities

In order to build a positive future for the American people and the world, we believe every company is responsible for developing its own technology safely and in a way that builds trust with customers and the public.

This starts with every company that is training and deploying frontier models having robust internal processes and controls to ensure that their technology behaves as intended and that any issues are promptly identified and resolved. Therefore, in addition to any other precautions, we believe each company should implement the following four layers of controls and audits:

(1) Implement robust internal controls to monitor the capabilities and alignment of its models during training and deployment around areas like cybersecurity, biosecurity, and chemical threats, and to ensure that its models do not hack or access technical systems in unintended ways.

(2) Empower an internal team to ensure all of the controls, monitoring, and detection are operating as intended, and that any issues are remediated.

(3) Partner with an independent external auditor or evaluator to carry out independent assessments of whether the controls, monitoring, and detection are operating as intended.

(4) Designate an independent committee of the board of directors to oversee and receive reports from the teams operating the controls and the internal and external auditors and evaluators, as well as to ensure any issues identified are remediated.

Together, these steps will give each company, its customers, and the public confidence that the technology is operating as intended.

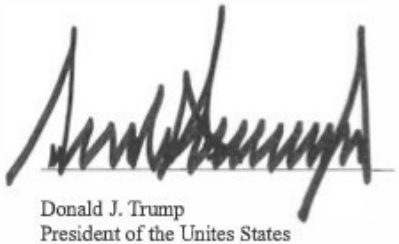
The participating companies will meet regularly to establish standards and best practices to improve the safety of their systems.

Over time, it may make sense to codify these steps into laws or regulations. Regardless of whether this is required of companies, we believe that implementing these controls and audits is critical to ensuring a safe future for everyone, and each of our companies are committed to doing this.

Sundar Pichai
Google

Dario Amodei
Anthropic

Mark Zuckerberg
Meta



Donald J. Trump
President of the Unites States

Greg Brockman
OpenAI

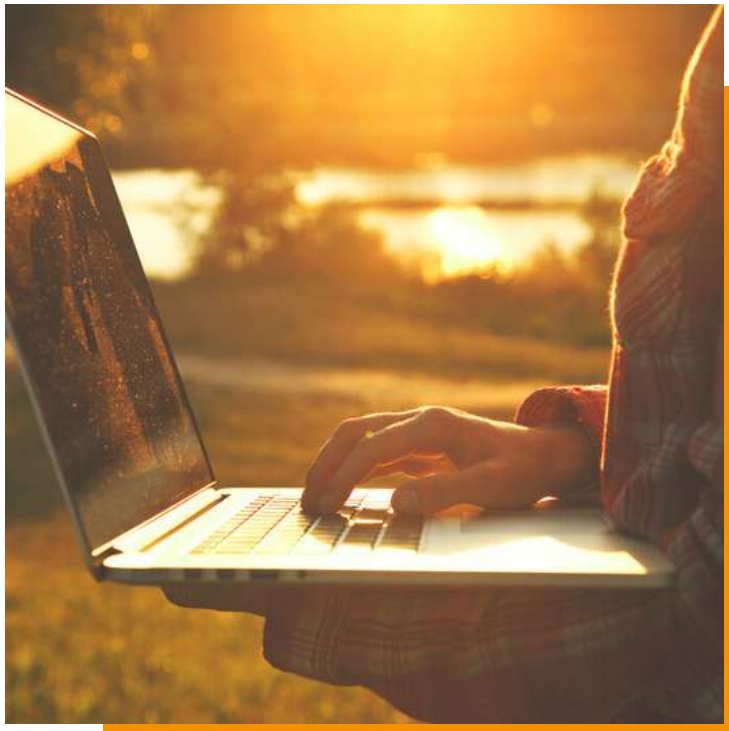
Elon Musk
XAI

Jensen Huang
Nvidia

AI in grievances

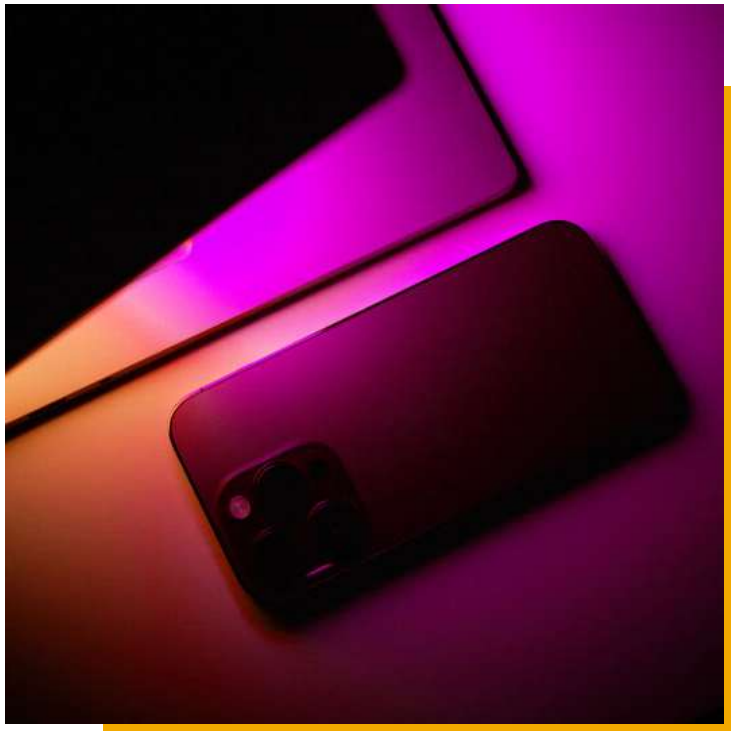
What are employers seeing?

- Increasingly, employees are using AI to help them to draft grievances and DSARs
- Resulting in lengthy, verbose documents that frequently include incorrect/irrelevant legal citations and hallucinations
- Insistence on correspondence via writing, “hiding” behind AI
- Time consuming and difficult for employers to respond



Indicators of AI use

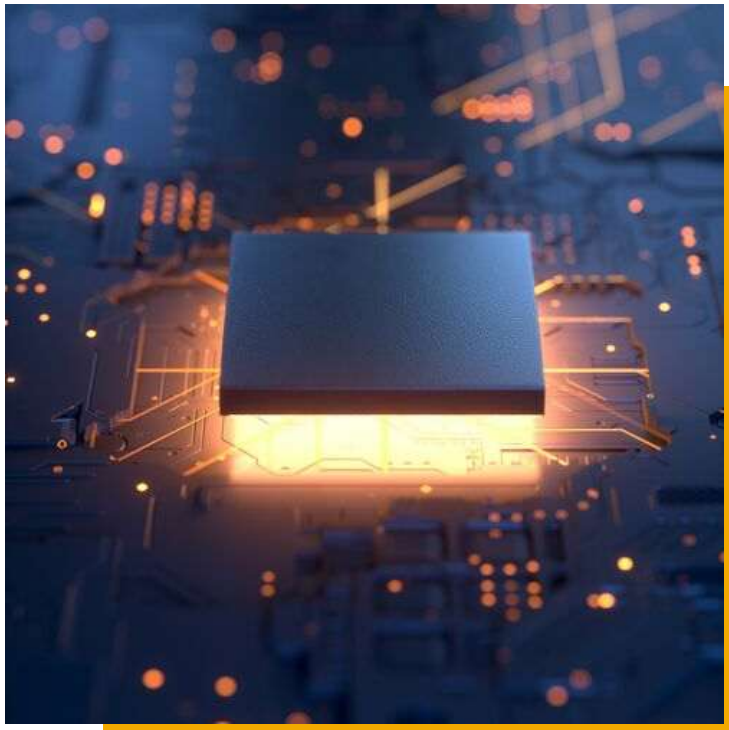
- Lengthy and repetitive prose
- Overly polished or generic language
- Hallucinated case/legislative references
- American English spellings
- Em dashes (-) mid sentence
- Overly formal or legalistic language
- Inconsistency with employee's writing quality or style
- Inconsistent formatting
- Placeholders left incomplete
- Documents created unusually quickly



Top tips for managing AI-generated grievances

Prevent the grievance from arising in the first place

- Create a culture where employees feel comfortable speaking up
- Train managers to spot issues early and encourage informal resolution. The revised draft of the ACAS statutory code of practice on disciplinary and grievance procedures puts greater emphasis on informal resolution
- Ultimately however, employees have the right to raise grievances and for these to be considered and responded to by their employer. Nothing at law that prevents an employee from using AI to draft a grievance



Prevention is better than cure

- Revised ACAS code of practice on disciplinary and grievance policies
  - No explicit mention of AI during the process, however:
  - Emphasis on **informal resolution** on both parties:
    - **speak to each other** with aim to resolve concerns early and prevent unnecessary escalation
    - deal with issues promptly and **not unreasonably delay conversations, meetings** or decisions
  - Worker should raise grievance in writing setting out nature of the concern, how the worker would like the concern to be resolved and what steps have already been taken to resolve the concern informally or the reason why none have been taken. **A short, clear written explanation of the concern will often be enough at this stage**



Top tips for managing AI-generated grievances

Adapt your policies

- Grievance policy
  - Is the purpose explained clearly?
  - Do we guide employees sufficiently?
  - Do we reserve the right to seek clarity?
  - Do we discourage the use of AI?
- Disciplinary policy implications
- AI policy? BYOD policy? IT use policy?



A new grievance policy?

In this box, please set out your grievance clearly and concisely.

Your grievance should be no more than 250 words.

Think about:

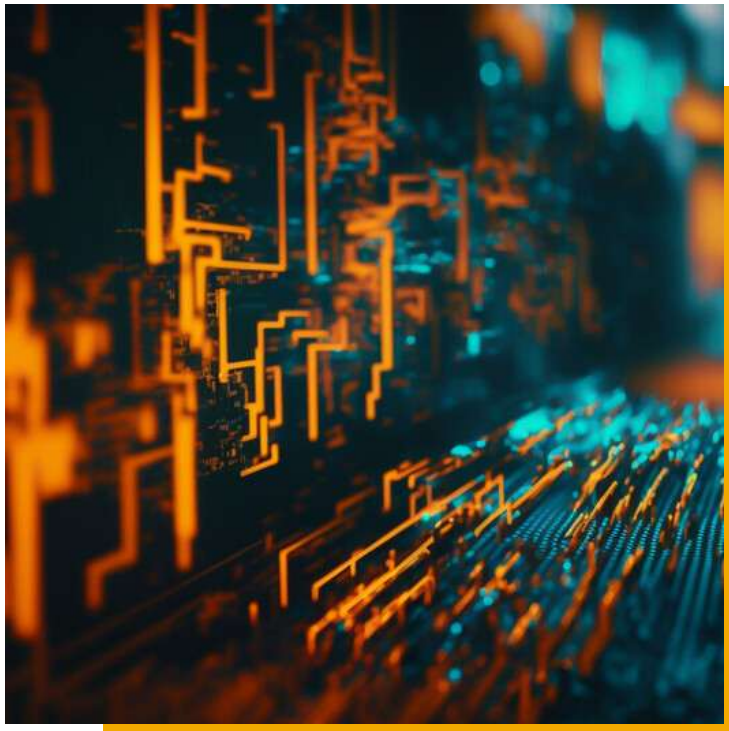
- What has happened which has led to this grievance?
- What are the facts?
- What has been the impact on you?
- How do you feel about it?

In this box, please set out, as specifically as you can, what you want to happen as a result of your grievance.

This should be no more than 100 words.

Think about:

- What do you want?
- Is there any alternative outcome that you would also consider to be satisfactory?



Does AI actually help employees?

Persuade the employee it won't help

- It will make the process longer
- The employer will find it more difficult to deal with
- The original "kernel" may be ignored
- The employer may respond in kind
- It creates confrontation



Top tips for managing AI-generated grievances

Control: bring it down to size

- Don’t delay
- Don’t use AI
- Don’t try to answer all the points
- Don’t be scared of refusing to do so
- Consider summarising their complaint in your words
- Try to get to an in-person meeting as soon as you can
- Insist that written communications need to be concise and brief



Top tips for managing AI-generated grievances

"If we meet and speak in person, the process will be quicker, because we'll get to the nub of the issue more quickly"

"You might think it is, but AI is not helping you in this process – it's making things unnecessarily complex"

"We're not going to respond to every single point and every single question – let's find out what your complaint is about, and we'll respond to that"

"We're not trying to stop you using AI – we're trying to help you use it appropriately. Tell your AI to summarise your complaint in 250 words."



…and finally

What could go wrong…..?

- A failure to comply with the ACAS Code of Practice?
  - 25% uplift on a compensatory award, if they are successful in the first place
- Resignation and constructive dismissal claim on the basis of a failure to deal properly with the grievance?
  - A bold move!



Questions?



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