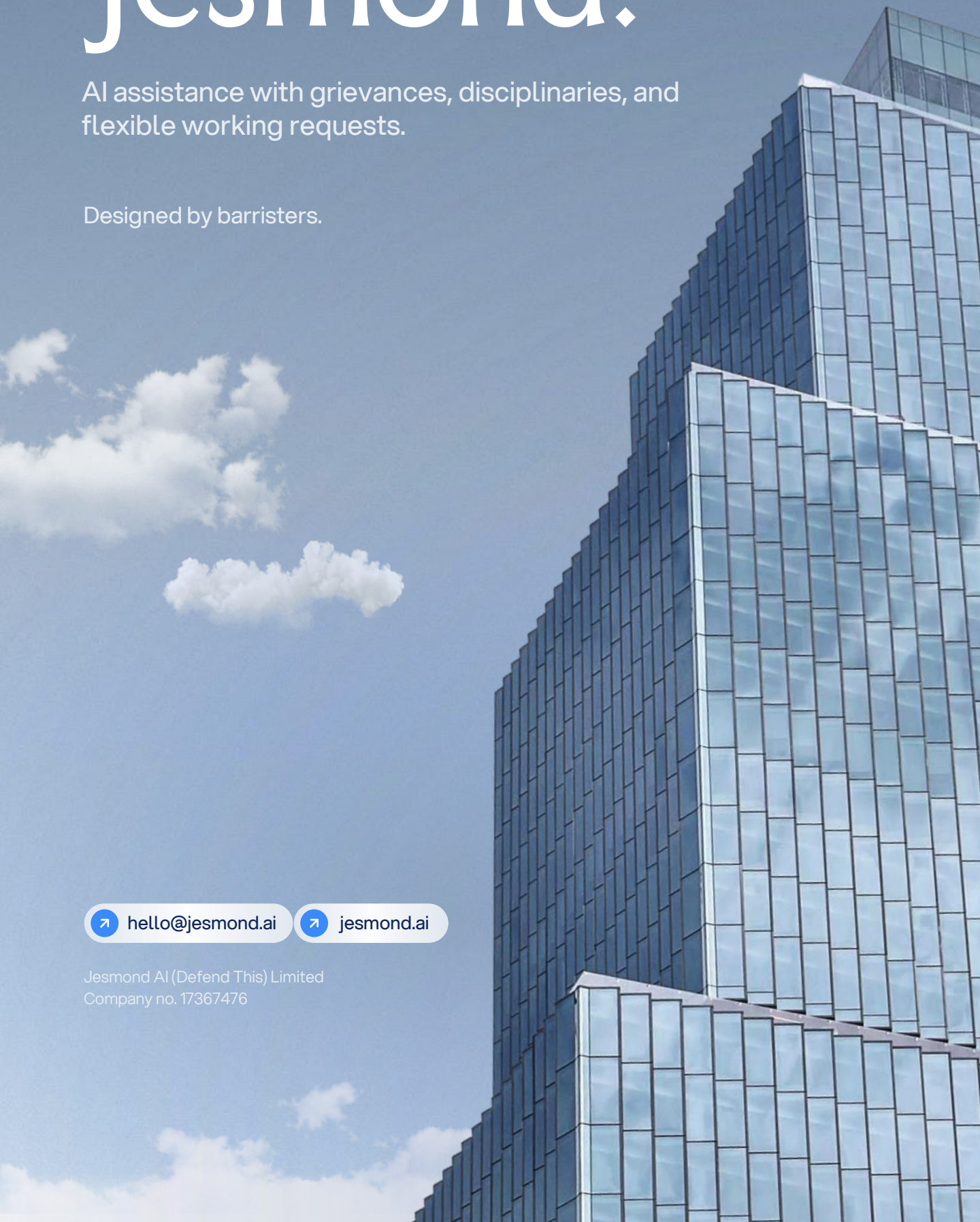
Jesmond.

AI assistance with grievances, disciplinaries, and flexible working requests.

Designed by barristers.



hello@jesmond.ai

jesmond.ai

Jesmond AI (Defend This) Limited
Company no. 17367476

Why Jesmond

Employers are being hit with a record wave of workplace disputes and claims

Getting internal processes right has never been more important for employers. Changes to the qualifying period for unfair dismissal and the removal of the statutory cap have increased the risk of costly litigation. New flexible working request duties mean employers need to be able to evidence their careful, reasoned decisions when employees seek changes to their work.

Every internal process managers run can turn into an uncapped liability if it is mishandled.

Two things are making the problem worse

AI-written grievances

An employee can now produce pages of plausible-sounding complaints almost immediately. Every page still has to be read and answered properly by their manager.

The Employment Rights Act 2025

The qualifying period falls to six months and the cap on the compensatory award is removed. Even a small error in an internal process can increase the chance of litigation and result in a higher award or settlement.

The problem Jesmond solves

Disciplinaries and grievances take up a great deal of management time in any large organisation, and they carry legal risk where the process slips. In a group employing thousands of people across multiple sites they arise constantly. Most disciplinaries and grievances are decided by line managers rather than by HR.

374,760
formal grievances in the UK each year
at an average cost of £951 of management time

1.7 million
disciplinary cases each year
at an average cost of £1,141 per case

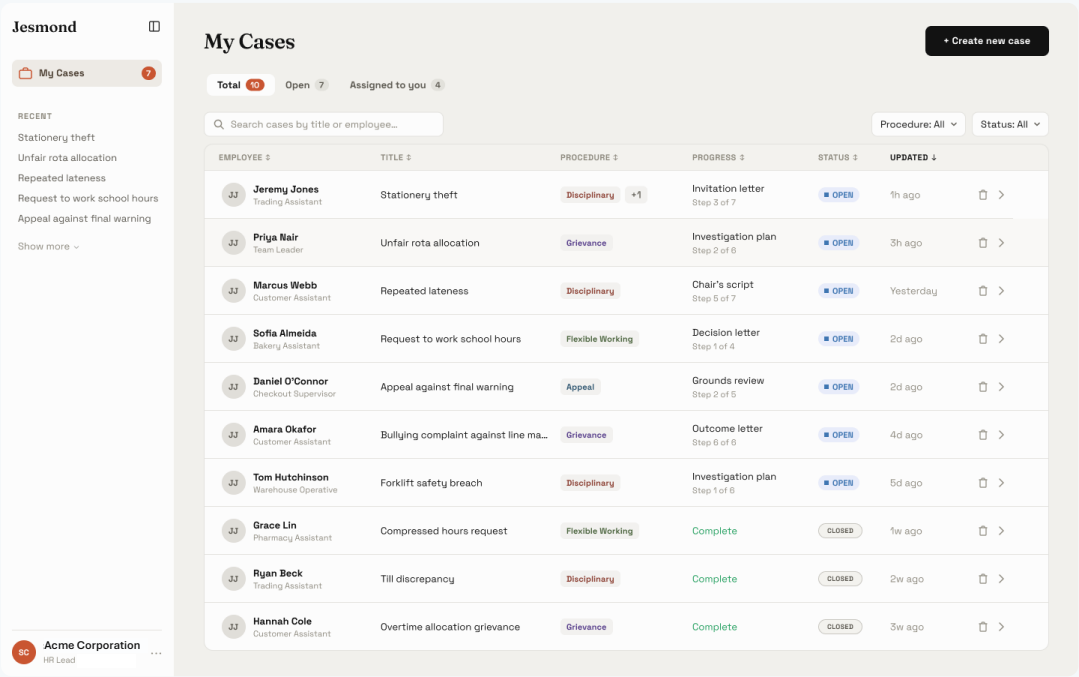
2 in 5
workers reported conflict at work last year
the highest level recorded in Great Britain

Employers need a new tool in their arsenal to ensure they can handle internal processes fairly, thoroughly and cost-effectively.

What Jesmond is

Jesmond handles the process end to end

Jesmond helps businesses handle grievances, disciplinaries, capability procedures and flexible working requests. Created by practising employment barristers, Jesmond uses frontier AI models to guide your team through your internal processes, all the way to the final outcome.



The Jesmond workspace. Choose the area, and the tools for each stage are inside.

- **Jesmond does not decide anything**
  it structures your managers' thinking, prompts the questions, & checks the reasoning against your documents and the evidence.
- **Decisions remain with your people**
  each one recorded against a named decision maker, with a note of the material they saw.
- **Nothing is made up**
  anything not found in your material appears highlighted.



How Jesmond works

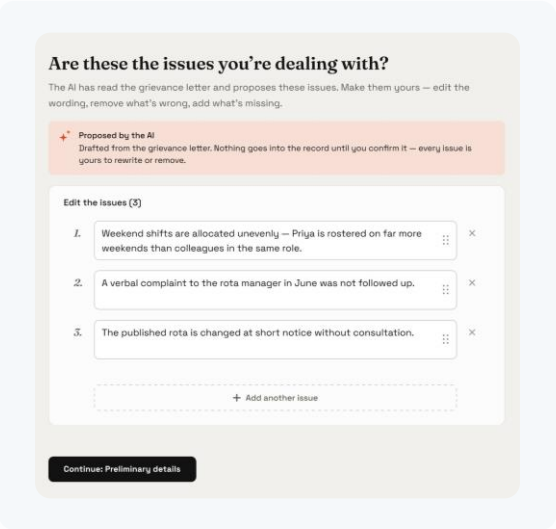
From the first employee letter to the final outcome

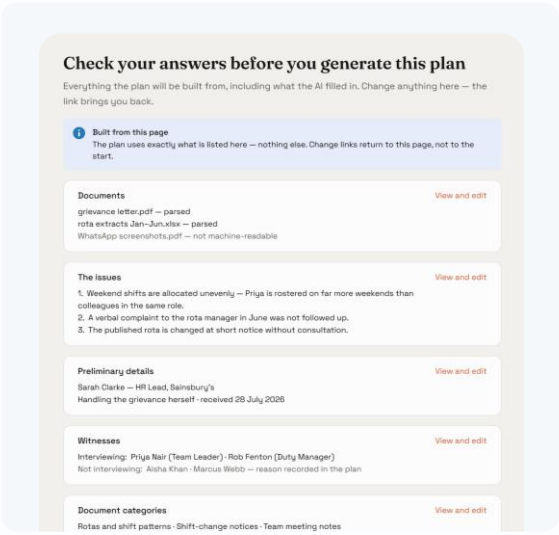
01

The case is broken into simple factual questions

Jesmond digests the detail of the allegations or request. It reads the documents and understands them, breaks the issues into a list of simple factual questions and produces a complete procedural plan covering the investigation and the decision making.

The plan is yours to edit.





02

The evidence is organised and weighed issue by issue

You note or record your meetings in your normal way and upload the notes.

Jesmond organises and processes what people have said and considers the evidence issue by issue.

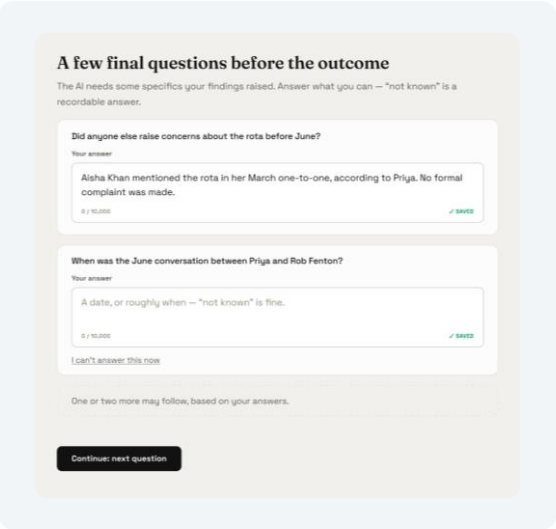
How Jesmond works

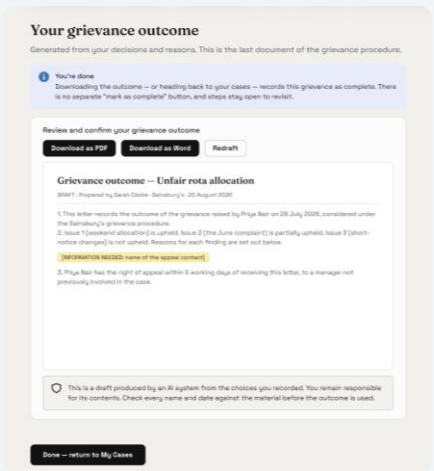
From the first employee letter to the final outcome

03

The findings are drawn out and checked against the file

When you are ready to make your decision, Jesmond asks you a series of simple questions about the findings you need to make, acting as a lawyer or experienced HR manager would: prompting and probing to ensure there are no gaps.



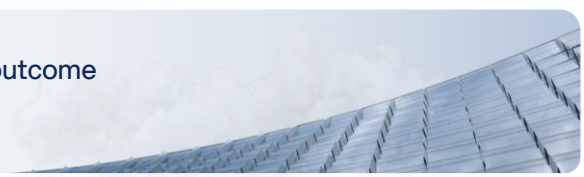


04

The outcome, drafted in numbered paragraphs

Jesmond builds a comprehensive and professional outcome document, in numbered paragraphs, downloaded as a Word file. Anything your managers have not provided is not made up: a placeholder appears highlighting what is missing. An audit trail sets out what was provided and decided at each step.

The business and its advisers then review the outcome that Jesmond has produced.



What changes for you

Take control of every case in the organisation

You can show the board the risk has reduced

The same record in every case: what was alleged, what was investigated, who decided what, and on what material.

A live dashboard shows case volumes by type.

The Board gets a clear answer when it asks what the organisation is doing about conduct and grievance risk.

Your policy is applied the same way on every site

In any sizeable organisation the policy is applied in practice by several hundred line managers, most of whom will only run one disciplinary or grievance in their career. Jesmond is configured with your policies, your definitions and your escalation rules, and applies them the same way wherever the case arises.

Your legal budget goes further

A large share of external legal cost goes on routine drafting, and on advisers confirming that a letter says what it should. Jesmond produces that first draft to a standard your advisers will be happy with, so the costs for external counsel review decrease.

Your employee relations team gets its time back

Employee relations teams carry the emotional weight of supervising grievances and disciplinaries. Jesmond takes on the structuring and the drafting. That leaves the team using their judgement and handling the difficult conversations, which is the work they joined to do.

Your file reads well when it is disclosed

Everything in an internal file is disclosable, and a tribunal reads it as it stands. Jesmond checks the outcome against the original complaint and the evidence before it goes out, so the allegations stay consistent from the invitation letter through to the decision. Most importantly, every point raised receives an answer.

At a glance

Everything Jesmond covers

What Jesmond does	What it means for you
Drafts the invitation letter to the disciplinary or grievance hearing in about 10 mins	The first letter no longer needs a lawyer, and a letter issued in Aberdeen is consistent with one issued in Bristol.
Complies with your policies, definitions and escalation rules	Your group policies are applied by managers who may have never opened or read them.
Drafts a question script for every interview	A line manager with no investigation experience conducts an interview that stands up to cross-examination.
Checks the investigation is complete before a decision is taken	Procedural gaps are found before the decision is taken, while there is still time to fix them.
Marks anything it cannot identify as missing rather than guessed	Every fact in the document comes from your own material.
Keeps a record of every step	A contemporaneous account of your process, written as the case runs.
Produces the decision and the outcome letter together	The decision maker's reasoning is recorded precisely in writing, ready for any later scrutiny by an appeal officer or a tribunal.
Runs a flexible working request from receipt to reasoned outcome	The consultation happens, the two-month deadline stays in view, and any refusal rests on the statutory grounds.
Reviews an appeal in about fifteen minutes	You can correct an outcome internally, while the appeal is still open.
One case file, read by every tool	The same evidence base drives the plan, the scripts and the outcome.

The tools

Disciplinaries and grievances

Disciplinaries

Procedural failings are a routine reason for dismissals being found unfair, however sound the underlying reason was. Jesmond covers the process from the first letter to the final decision, on every site, with or without HR in the room.

Invitation letter	Allegations clear and well defined, possible outcomes exactly as you set them, the right to be accompanied included, nothing prejudged.
Investigation plan	The matters to look into, the people to interview and the documents to gather, with a neutral question script for every interview.
Review	The unspoken-to witness and the missing document flagged before the hearing, while there is still time to put that right.
Hearing script	A chair's script that runs the same on hearing one and hearing fifty: each allegation put exactly as set, the evidence summarised neutrally.
Outcome	Findings, mitigation and sanction recorded in your words, produced as two documents: the decision and the outcome letter.

Grievances

An employee grievance is often the first document in a tribunal claim. Handled well, it saves legal cost, gives you early warning of a wider problem, and often repairs the working relationship.

Invitation letter	The issues, the people named and the documents worth gathering, with the scope fixed and recorded at the outset.
AI-written grievances	Where a grievance was generated by another AI engine, simple allegations stay simply framed and are not over-investigated.
Review	Completeness checked before anyone decides anything, with gaps raised where fairness might be challenged.
Outcome	The evidence set out issue by issue; your findings assembled into a formal outcome in numbered paragraphs.

Flexible working requests and appeals

Flexible working requests

An employee can request flexible working from the first day of employment. The employer must consult before refusing, may refuse only on the relevant statutory grounds, and must complete the whole process, any appeal included, within two months. A refusal handled badly carries its own tribunal claim, and where the change was sought for childcare, health or disability reasons, a discrimination claim often follows. These cases are decided on the paperwork.

- **The request and the plan.** The change sought, the pattern and the reasons identified; checked against your policy; the duty to make reasonable adjustments flagged where it may arise; the statutory deadline fixed from the start.
- **The consultation meeting.** An invitation letter and a script exploring how the pattern would work in practice, what it would mean for the team and the service, and what alternatives could be offered. A trial period is prompted where the position is genuinely uncertain.
- **The outcome.** Agreement recorded ready for the contract to be varied, or a refusal tied to the statutory grounds with the decision maker's reasoning in their own words and the supporting evidence identified.

Appeals

An appeal is the opportunity to review the outcome and put right anything that needs putting right while the matter is still internal. An appeal manager should normally be more senior than the original decision maker and should not have been involved in the original decision.

- **Reviewing an appeal.** Jesmond reads the appeal letter and the documents which supported the original decision. The employee's grounds are summarised accurately, without missing anything, and each ground is matched against the relevant outcome and its supporting material.
- **A script for the appeal meeting**, which will summarise each ground and build a fair hearing around them; and an appeal outcome tool recording your findings on each ground and the disposal, as a decision and a letter.

The team

Owned and run by practising barristers

Jesmond is designed, owned and run by practising employment barristers, working with senior advisers drawn from employment law, legal practice and AI research. The people who built it handle these cases for a living.



Gus Baker

Outer Temple

Called to the Bar in 2015. Practises in employment, commercial litigation, pensions and professional negligence, & regularly conducts internal investigations on behalf of organisations.

> "A very hard-working and very talented barrister who stays calm under pressure and is a great team player." Legal 500, 2026



David Green

12 King's Bench Walk

Called to the Bar in 2015 & head of the employment team at 12 King's Bench Walk. Practises in personal injury and employment, & acts in cases of abuse, harassment & bullying.

> "David Green is superb on every level." Chambers & Partners, 2026



Grahame Anderson

Littleton Chambers

Called to the Bar in 2013. Practises in employment and sports litigation, complex discrimination & High Court business protection, & is frequently appointed to conduct investigations.

> "Grahame's technical skill and attention to detail are absolutely forensic." Chambers & Partners, 2026



Daniel Barnett

Outer Temple

The UK's leading human resources and employment law commentator. Founder of three companies in legal training and technology, author of over 30 textbooks and presenter of The Legal Hour on LBC Radio.

> "Daniel Barnett is a gamechanger in employment law." Chambers & Partners, 2026

Assisted and advised by

Charles Wynn-Evans
Led Dechert's London employment team for 24 years, and wrote The Law of TUPE Transfers.

Liz Dux
A solicitor of 30 years at Slater and Gordon, latterly Chambers Director at Littleton Chambers.

Professor Tim Rocktäschel
Founder of a $650M-funded AI company, and Professor of AI at UCL.

Frequently asked questions

The detail behind Jesmond

- **How can I trust Jesmond won't hallucinate?**

  Jesmond is not a chatbot. It does not search the internet and does not offer answers of its own, the two habits that produce most hallucination. It uses only material in the sources you have uploaded. Anything it cannot find there is marked as missing rather than guessed. Every document is a draft you check before use.

- **Does Jesmond make the decisions?**

  No. Your managers make the findings and decide the outcome. Jesmond supplies the questions and the structure, and checks for consistency.

- **What happens if Jesmond gets something wrong?**

  Every document shows its working and identifies the material it drew from, and your decision maker approves it before use.

- **Is what Jesmond produces disclosable?**

  Yes, exactly as your files are now. What changes is the quality of what you disclose: a structured record of the questions asked, the evidence considered and the findings made, attributed to a named decision maker.

- **What does implementation involve?**

  We configure your policies, definitions and escalation rules before your first case, and can match your house style from anonymised past decisions. Training for HR and line managers is included.

Data security & GDPR

What goes into Jesmond stays in Jesmond

All data is processed in the United Kingdom. Hosted on UK or EU infrastructure as agreed with each client; each tenant logically separated; everything encrypted in transit & at rest.

Jesmond and our parent company cannot access your data. Only the admin within your own organisation determines who does. Rigid guardrails and robust architectural design, reviewed by external security auditors, prevent any unauthorised viewing.

We do not train Jesmond on your data. Retention is configurable: records kept for the period your policies require, then deleted. Subprocessors are listed in the DPA.

For the information security pack, or to begin a vendor assessment: hello@jesmond.ai

Pricing

Bespoke to your business

Configured around your policies, your agreements and your people, with HR and line managers working cases together.

Jesmond Enterprise

£1 Per employee per month

Plus a set-up cost based on your size and features. Token fees included to a fair-use maximum.

- Configured with your policies, definitions and escalation rules
- Multiple user profiles across HR and line management
- Live dashboard
- Training for HR & line managers included

Jesmond Essentials

Bundle price

For independent HR consultants and SMEs. Pease ask for details.

- Minimal configuration
- Simplified user profiles
- Live dashboard
- “Getting started” training included

hello@jesmond.ai For pricing, a pilot or a quotation