



EMPLOYMENT TRIBUNALS

Claimant: Mrs Deborah Haggerstone

Respondent: Serco Limited

Heard: By CVP video hearing

On: 13 and 14 August 2026

Before: Employment Judge Winfield

Representation

Claimant: In person

Respondent: Mr Christopher Michael (Employee Relations Manager, Serco)

JUDGMENT

The judgment of the Tribunal is as follows:

1. The Claimant's complaint of unfair dismissal is well founded and succeeds.
2. The Claimant's complaint of wrongful dismissal is not well founded and is dismissed.
3. The basic award is not reduced.
4. The compensatory award for unfair dismissal will be subject to a 40% Polkey reduction and a further 40% contributory conduct reduction.
5. Remedy will be determined separately by way of reserved judgment. Submissions were made by both parties on the issue and quantum of remedy due to the Claimant; however some documentation was missing that prevented the making of a final decision on remedy. Case management orders were provided by the parties and by way of consent and it was agreed that the Remedy reserved judgment would follow after those documents had been received. Both parties will have the opportunity to revise submissions in relation to remedy on receipt of that additional bundle of documents.

Case No: 6015951/2025

**Approved by
Employment Judge Winfield
25 August 2026**

Sent to the parties on
24 September 2026

Note

Reasons for the judgment were given orally at the hearing. Written reasons will not be provided unless a party asked for them at the hearing or a party makes a written request within 14 days of the sending of this written record of the decision.

Public access to employment tribunal decisions

Judgments (apart from judgments under rule 52) and reasons for the judgments are published, in full, online at www.gov.uk/employment-tribunal-decisions shortly after a copy has been sent to the claimant(s) and respondent(s) in a case.

Recording and Transcription

Please note that if a Tribunal hearing has been recorded you may request a transcript of the recording, for which a charge may be payable. If a transcript is produced it will not include any oral judgment or reasons given at the hearing. The transcript will not be checked, approved or verified by a judge. There is more information in the joint Presidential Practice Direction on the Recording and Transcription of Hearings, and accompanying Guidance, which can be found here:

<https://www.judiciary.uk/guidance-and-resources/employment-rules-and-legislation-practice-directions/>