



First Step Employment Support



Cumbria, Northumberland,
Tyne and Wear
NHS Foundation Trust

Getting legal advice for a problem at work

This leaflet tells you where you can find more help and information if you have a problem at work, or you are thinking of making a claim to an employment tribunal.

Thinking about making a claim to an employment tribunal can be scary. Many people find it helpful to get some advice before they take action. There are lots of organisations that might be able to offer you advice, or help with your case. You can find more information in this leaflet.

You might also want to find someone to help you prepare your case or represent you if there is a hearing. However, when you make a claim to an employment tribunal, you can't automatically get help or representation with your case.

This leaflet gives you some ideas about where you might be able to find someone to help you prepare your case or to represent you if there is a hearing.

But if you can't get advice or legal representation you can represent yourself. Further information can be obtained from the Employment Tribunal Service on 0300 123 1024.

Trade Unions

If you're a member of a trade union, you should contact them to see if they can help with your problem at work, before trying to find help elsewhere. There might be a union representative in your workplace, or you might need to contact your local branch. You can find out more about your rights at work and as member of a union, and how to contact your union on the Worksmart website at: www.worksmart.org.uk

Local Citizens Advice

If you live or work within their catchment area, your local Citizens Advice should be able to give you some help with your employment problem or employment tribunal claim.

Law Centres

A Law Centre may be able to offer you free, independent legal advice and representation. They focus on providing legal advice to people who find it difficult to get advice or who are experiencing discrimination. You should contact your local Law Centre to see if they're able to help you. You can find their contact details by searching online at: www.lawcentres.org.uk



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Help from a solicitor

You may have to pay for help from a solicitor, or it may be possible to get free help. There are various different ways a solicitor can be paid for, so it's worth looking into whether any of these could apply to you.

Insurance policies

Some insurance policies include legal cover. This means you might be able to get a solicitor, and sometimes specialist representation, paid for by your insurance company. Check your household insurance, car insurance and any other policies you have.

Legal aid

You cannot get legal aid for employment cases unless it is a discrimination problem. To find out more about legal aid, see Help with legal costs.

No win, no fee agreements

If you can't afford to pay for a solicitor and you can't get legal aid you may be able to find a solicitor who will take your case on a no win no fee basis. If you win or settle your case, you will normally pay up to a third of your compensation to your solicitor. If you're for a solicitor in this way, make sure you check your agreement with them carefully at the beginning, so that you're clear about what you're paying.

Useful contacts

- The Advisory, Conciliation and Arbitration Service (ACAS) Tel: 0300 123 1150
- Cumbria Law Centre Tel: 01228 515129
- Employment Tribunal Service 0300 123 1024
- Equality Advisory and Support Service Tel: 0808 800 0082

Confidentiality

We promise to use your information fairly and legally, and in line with local and national policies. You have a right to understand how your information is used and you can request a copy of the information we hold about you at any time. First Step Practitioners and First Step Employment Advisors work alongside each other to provide integrated employment support and will have shared access to your information. Please speak to your First Step Practitioner if you have any questions about your information and your clinical record.

What if I have a comment, suggestion, compliment or complaint about the service?

If you want to make a comment, suggestion, compliment or complaint you can:

- talk to the people directly involved in your care
- ask a member of staff for a feedback form, or complete a form on the Trust website www.cntw.nhs.uk (click on the 'Contact Us' tab)
- telephone the Complaints Department Tel: 0191 245 6672
- email complaints@cntw.nhs.uk Please note that information sent to the Trust via email is sent at your own risk

We are always looking at ways to improve services. Your feedback allows us to monitor the quality of our services and act upon issues that you bring to our attention.

You can provide feedback in the following ways:

- the quickest way for you to do this is to complete our short online survey at www.cntw.nhs.uk/poy
- complete a Points of You survey, available on wards, reception areas or from staff.



Further information about the content, reference sources or production of this leaflet can be obtained from the Patient Information Centre. If you would like to tell us what you think about this leaflet please get in touch.

This information can be made available in a range of formats on request (eg Braille, audio, larger print, easy read, BSL or other languages). Please contact the Patient Information Centre Tel: 0191 246 7288

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