

**This booklet contains a form  
for responding to a claim to  
an Employment Tribunal.**

# **Responding to a claim to an Employment Tribunal**



Awarded for excellence  
to the Operations Directorate

**The Employment Tribunals**

This booklet is also available in the following languages: **Bengali, Hindi, Gujarati, Urdu, Punjabi, Cantonese, Gaelic and Welsh.** For a copy please telephone the Customer Services Team on: **0161 833 6314.**

Please note this booklet is for information only.

এই পুস্তিকাটি বাংলা ভাষায়ও পাওয়া যাবে। এটির একটি কপির জন্য অনুগ্রহ করে কাস্টমার সার্ভিসেস টিমকে 0161 833 6314 নাম্বারে ফোন করুন। অনুগ্রহ করে জেনে রাখুন যে, এই পুস্তিকাটি শুধুমাত্র তথ্য প্রদানের উদ্দেশ্যে প্রকাশ করা হয়েছে।

यह पुस्तिका (booklet) हिन्दी में भी उपलब्ध है। इसकी कॉपी के लिए कृपया कस्टमर सर्विस टीम (Customer Services Team) को 0161 833 6314 पर फोन करें। कृपया ध्यान दें कि यह पुस्तिका (booklet) सिर्फ सूचना के लिए है।

આ પુસ્તિકા ગુજરાતીમાં પણ મળી શકે છે. નકલ મેળવવા માટે, કૃપા કરીને કસ્ટમર સર્વિસીસ ટીમને 0161 833 6314 ઉપર ફોન કરો. કૃપા કરીને એ નોંધ કરો કે આ પુસ્તિકા ફક્ત માર્ગદર્શન માટે જ છે.

یہ کتابچہ اردو میں بھی دستیاب ہے۔ اس کی کاپی حاصل کرنے کے لیے برائے مہربانی کسٹمر سروسز ٹیم کو 0161 833 6314 پر فون کریں۔ یاد رکھیں کہ یہ کتابچہ صرف معلومات کے لیے ہے۔

ਇਹ ਕਿਤਾਬਚਾ ਪੰਜਾਬੀ ਦੇ ਵਿਚ ਵੀ ਉਪਲੱਬਧ ਹੈ। ਇਸ ਦੀ ਨਕਲ ਵਾਸਤੇ ਸਾਡੀ ਕਸਟਮਰ ਸਰਵਿਸ ਟੀਮ ਨਾਲ 0161 833 6314 ਤੇ ਸੰਪਰਕ ਕਰੋ। ਧਿਆਨ ਰਹੇ ਕੇ ਇਹ ਕਿਤਾਬਚਾ ਸਿਰਫ ਜਾਣਕਾਰੀ ਵਾਸਤੇ ਹੈ।

本小冊子也備有中文繁體字版本；請打電話到顧客服務部索取，電話號碼：0161 833 6314。請留意，本小冊子純粹為提供資料之用而已。

Tha an leabhran seo ri 'fhaighinn sa Ghàidhlig cuideachd. Cuiribh fòn gu Sgioba Seirbheisean nan Custamairean aig 0161 833 6314 airson lethbhrìc. Thoiribh an aire gu bheil an leabhran seo airson fiosrachaidh a-mhàin.

Mae'r llyfryn hwn ar gael yn Gymraeg hefyd. Os hoffech gopi ohono, ffoniwch y Tîm Gwasanaeth i Gwsmeriaid ar **0161 833 6314.**

Nodwch mai er gwybodaeth yn unig y caiff y llyfryn hwn ei ddarparu.

# Introduction

**An Employment Tribunal claim has been made against you. This booklet explains what action you must take.**

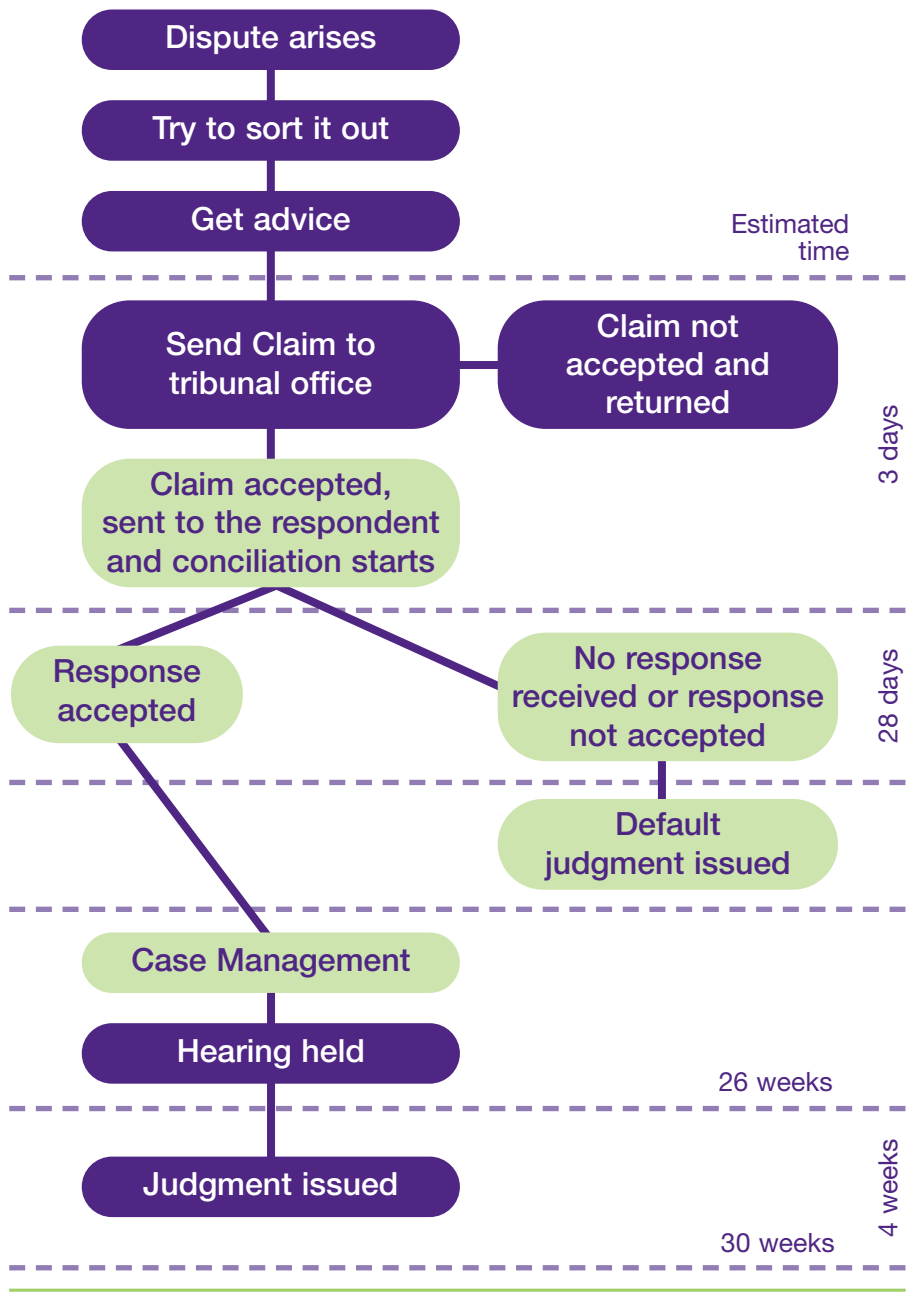
A form to respond to the claim made against you can be found at the back of this booklet. Or, you can respond through the Employment Tribunals website at [www.employmenttribunals.gov.uk](http://www.employmenttribunals.gov.uk).

**This booklet is also available in Braille, as an audio tape, in large print or on disc. The form for responding is also available in large print.**

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# Claim process summary



## What do Employment Tribunals do?

Employment Tribunals hear claims about matters to do with employment. These include unfair dismissal, redundancy payments and discrimination. Employment Tribunals also deal with a range of claims relating to wages and other payments.

An Employment Tribunal is like a court but it is not as formal, for example, nobody wears a wig or gown. However, like a court it must act independently and cannot give legal advice. Almost all hearings are open to the public.

## Further information

The Employment Tribunals have a public enquiry line which can answer general enquiries, give information about tribunal publications and explain how the tribunal system works. They may be able to help you fill in the form **but they cannot give legal advice**, such as whether the claim made against you is likely to be successful. The enquiry line number is: **0845 795 9775**, minicom: **08457 573 722**. All calls are charged at local rate.

## Further help and advice

You do not need to take advice before you fill in the response form but you may find it helpful to do so. You can get more help and advice from:

- Advisory Conciliation and Arbitration Service (Acas) on: **08457 474747**  
**[www.acas.org.uk](http://www.acas.org.uk)**
- Free advice services such as a citizens advice bureau or a law centre. The website address for Citizens Advice is **[www.nacab.org.uk](http://www.nacab.org.uk)**
- Employers' organisations – if you are a member.
- Solicitors and other professional advisers.

## How do I respond to the claim?

You must fill in and return your response form to the tribunal office to reach us by the date on the front page of the form enclosed with this booklet. It is your responsibility to ensure that the tribunal office receives your response within the relevant time limit. That is **28 days** from the date we sent you a copy of the claimant's claim form.

Or, you can make your response on-line through our website at [www.employmenttribunals.gov.uk](http://www.employmenttribunals.gov.uk). When you respond on-line, it will be sent automatically to the tribunal office dealing with the case. There is no need to send a copy of your form or to send any other documents by post at this stage.

You should keep a copy of your response form for your records.

Whenever you contact us you should quote the case number on our letter and any relevant documents.

If the claimant is claiming a redundancy payment, which you cannot pay due to financial difficulties, you should mention this in your response.

## What can I do if I cannot meet the deadline for sending in my response?

If it is not possible for you to fill in the form in time, you can ask the tribunal to extend the time limit.

For example, if you need more time because an important witness (such as the person who took the decision to dismiss the claimant) is abroad on holiday and you need information from them. You must ask for such an extension **within the 28-day time**

**limit.** You must do this in writing and provide full reasons why you are asking for the extension. A Chairman will then decide whether to grant an extension.

## Information needed before your response can be accepted

The tribunal cannot accept your response unless you provide certain information. By law, you must tell us:

- your full name and address;
- whether you want to resist (defend) all or part of the claim; and
- the grounds on which the claim is being resisted.

If your response does not contain the information shown above, it will be returned and the claim dealt with as if we have not received a response.

## What will happen if I do not send in my response in time or the tribunal does not accept it?

If you do not send in your response within the time limit or your response does not provide the information required, the tribunal will not accept your response and so you cannot resist the claimant's claim.

In these circumstances, the tribunal can consider issuing a default judgment. A **default judgment** allows a tribunal chairman to give a decision about a claim without the need for a hearing.

## What happens when the tribunal receives my response?

If the tribunal accepts your response, we will send a copy to the claimant.

In most cases we will also send a copy to Acas, which is the independent conciliation service, who will try to help you and the claimant reach an agreed settlement.

## What is a fixed period for conciliation and does it apply to me?

The letter that came with this booklet may tell you that the claim has been given a fixed period for conciliation by Acas and when that period ends. The length of this period depends on the nature of the complaint that the claimant is asking the tribunal to decide on.

If you have not been told that a fixed period of conciliation applies to the claim, you and the claimant can use the services of Acas until the matter is resolved or the tribunal issues a judgment. Discussions with Acas are confidential.

If you have been told that a fixed period for conciliation applies to the claim, this will mean that you and the claimant will have that time to use the services of Acas to reach an agreed settlement of the claim without the need for a hearing. There is no charge for this service.

If you do not reach a settlement during this fixed period, the claim will be heard by an Employment Tribunal as soon as possible after the period has ended.

If you or the claimant do not want to negotiate a settlement with Acas,

you can write to Acas and let them know. The fixed period of conciliation will end when they receive your or the claimant's letter and your case will then be heard.

## Breach of contract claims

If a claimant is no longer employed, he or she may make a claim against an employer for breach of contract. In certain circumstances, this entitles you to make a counterclaim. Any such counterclaim must be made within six weeks of receiving the copy of the claim from the tribunal office. If you wish to make a counterclaim, please ask the tribunal office to send you a form.

## What happens while I am waiting for the case to be heard?

Once we have received your response, there may be some issues which need to be dealt with before the claim can be decided.

For example, either you or the claimant may need to get more information from each other. The tribunal may give directions or orders on this and other matters relating to the case, which you

**must** follow. If witnesses are vital to the case but will not come to the hearing freely, you can ask for a witness order to make them attend.

If you decide that you need more information or documents from the claimant, you should ask for this in writing, giving a reasonable time limit for responding. If the claimant does not provide the information you have asked for, you should write to the tribunal as soon as possible enclosing a copy of your written request and ask the tribunal to issue an order.

The tribunal can also decide that more information is needed from either you or the claimant to clear up a particular matter.

In some cases, the tribunal may hold a case-management discussion to deal with these matters. This will be held by a chairman on his or her own and you and the claimant will be invited to take part. It may be held over the phone or in person. If you do not carry out or comply with any order made by the tribunal your response may be struck out, or you may be ordered to pay all or some of the claimant's costs.

## Do I have to pay the claimant's costs?

Generally, no.

In most Employment Tribunal cases, each side will pay their own costs. However, in certain circumstances, the tribunal may order one side to pay costs to the other. Those circumstances can include if one side has behaved unreasonably in the way they have carried out the case. In 2003-04 costs were awarded in under 1% of cases – a third were awarded to claimants and two thirds to respondents.

Costs are known as expenses in Scotland.

## When will the claim be heard?

We will write to you and the claimant at least 14 days before the day of the hearing to tell you when the hearing will take place. With this letter, we will send you a booklet called '**The hearing**' which will help you prepare.

## What should I do if the case settles?

If the case is settled before the date of the hearing, you must **let us know at once**.

## Correspondence

In future correspondence we will refer to you as the '**respondent**'.

We will send a copy of your response form and any other documents or letters you send us to the claimant. We will send you copies of all the documents the claimant sends to us. We will send you and the claimant any decision the tribunal makes.

You must let us know immediately if your contact details change.

If you have a representative to act for you, we will send all correspondence about the case to them and not to you. And, you must pass any further requests for information through them and not straight to us.

## Can I correspond by e-mail?

Yes – a full list of employment tribunal e-mail addresses can be found on page **18**. You should make sure you quote the case

number in any correspondence and in the title bar of the e-mail and send it to the tribunal office dealing with the claim.

Documents you send to the tribunal **must** be in a 'Word' compatible format. We will not accept documents in other formats. When we receive your e-mail, we will send you an electronic acknowledgement. Do not send further e-mails or phone the tribunal office unless you have not received an acknowledgement within two working days of sending your e-mail.

You are responsible for making sure that the tribunal receives any correspondence sent by e-mail within the relevant time limit.

If you want us to communicate with you by e-mail whenever possible, you will need to supply a valid e-mail address. You can do this by filling in box 1.4 on the response form or at any stage later. When you ask us to communicate with you by e-mail **you are agreeing that you check for incoming e-mail at least once every day** and that we may pass your e-mail address to other people involved in the claim.

If we send any documents by e-mail we will use enclosures using the software 'Word XP' currently used by our offices. We will send copies of non-electronic documents

and documents which need a chairman's signature, for example a judgment, by post.

## Disability or special needs

If you or anyone coming to a tribunal with you has a disability or a particular need, you should contact the tribunal office dealing with your case to discuss the matter. Examples of the help we can provide include converting documents to Braille or larger print, providing information on audio tape and paying for sign- or foreign-language interpreters. Please contact us as soon as possible, so we can help you.

## Charter statement and standards of service

The standards that you can expect from us are shown in our '**Charter statement**'. You can get a copy from the enquiry line on **0845 795 9775** or from any of our tribunal offices (see the back cover for details).

If you want to make a comment or complaint, we have a complaints procedure outlined in our leaflet '**Having your say**'. You can also get this from the enquiry line or any tribunal office.

## More information

You can get more information from our websites. You can access these at

[www.employmenttribunals.gov.uk](http://www.employmenttribunals.gov.uk) and [www.ets.gov.uk](http://www.ets.gov.uk).

## Access to information

We may hold some information given to us during a case on computer for administrative and statistical purposes. You can ask for a copy of this electronic information by writing to the:

**Data Protection Officer  
Department of Trade and Industry  
IWS, LG139,  
1 Victoria Street  
London  
SW1H 0ET.**

There may be a charge for responding to any requests for information.

## Welsh Language Act

Under the Welsh Language Act guidelines, we have a non-statutory voluntary scheme for Welsh speakers. If you respond to a claim in Wales, you can ask that any contact with us, including correspondence and phone calls, is in Welsh. If you and the claimant agree, hearings may be carried out

just in Welsh. If both English and Welsh are to be used at a hearing, we can provide translation facilities if you ask.

# Filling in the form

To make sure you provide all the information we must have before we can accept your response, on the form and in these guidance notes the information you **must** give is indicated with an asterisk (\*) and the information you **must** give, if it is relevant, is indicated with a dot (●).

## 1 Your details

**1.1\*** Please give the full name of your organisation (and say whether it is a plc, limited company (Ltd), a partnership or a sole trader) and the name of the person in your organisation who we should use as a contact point if you have not appointed a representative.

**1.2\*** Give your organisation's full address and postcode.

You do not need to answer 1.3 and 1.4 if you have appointed a representative (see section 7).

**1.3** Give us the full phone number (including the dialling code) for the contact person named at 1.1.

**1.4** Tick the relevant box to say how you would prefer us to contact you in future and give us your fax number or e-mail address as appropriate. Please do not provide an e-mail address **unless** you check your e-mails every day.

While we will usually try to use e-mail if you want us to, this may not always be possible as some documents need to be signed by a chairman.

## 2 Action before a claim

**2.1** Please tick the appropriate box to say whether the claimant is, or was, an employee.

If you tick 'Yes', please now go straight to **section 2.3**.

**2.2** Please tick the appropriate box to say whether the claimant is, or was, a worker providing services to you. If you tick 'Yes', please now go straight to **section 3**. If you tick 'No', please now go straight to **section 5**.

**2.3** If the claim, or part of it, is about a dismissal, please tick the appropriate box to say whether or not you agree that the claimant was dismissed. If you tick 'Yes', please now go straight to **section 2.6**.

**2.4** If the claim includes a complaint about something other than a dismissal, please tick the appropriate box to say whether or not it relates to something that you did on the grounds of the claimant's conduct or capability. If

you tick ‘Yes’, please now go straight to **section 2.6**.

**2.5** Please tick the appropriate box to say whether or not the claimant wrote to you to raise the complaint as a grievance.

**2.6** If you answered ‘Yes’ to section 2.3 or section 2.4, please explain here what stage you have reached in the dismissal and disciplinary procedure or grievance procedure (whichever is applicable). Please give dates where relevant.

If you have answered ‘Yes’ to section 2.5, please explain what steps you took to try to sort the situation out after you received the letter from the claimant. Give details of any meetings and make it clear what stage in the grievance procedure you have now reached. If you have answered ‘No’ to section 2.5, and the claimant has said (in section 3.5 of their claim form) that they put the complaint in writing to you, please confirm you received this and give the reasons why you did not take it as the first stage in the grievance procedure.

## 3 Employment details

If the claimant is not, or was not, an employee, but is, or was, a worker providing services to you, please answer the following questions as if “employment”

referred to the claimant’s working relationship with you.

**3.1** Please tick the appropriate box to say whether or not you agree with the dates of employment given by the claimant in section 4.1 of their claim form. If you tick ‘Yes’, please now go straight to **section 3.3**.

**3.2** If you disagree, please give the details you believe to be correct here and say why you disagree with the dates given by the claimant.

**3.3** Please tick the appropriate box to say whether or not you agree with the claimant’s answer about the description of their job or their job title. If you tick ‘Yes’, please now go straight to **section 3.5**.

**3.4** If you disagree, please give the details you believe to be correct here.

**3.5** Please tick the appropriate box to say whether or not you agree with the claimant’s answer about working or being paid for a period of notice in section 4.5 of their claim form. If you tick ‘Yes’, please now go straight to **section 3.7**.

**3.6** If you disagree with the claimant’s answer, please give the details you believe to be correct here. If relevant, please give a full explanation of the reasons why the claimant did not work, or did not

receive payment for, a period of notice.

**3.7** Please tick the appropriate box to say whether or not you agree with the hours of work the claimant has given in section 4.3 of their claim form. If you tick 'Yes', please now go straight to **section 3.9**.

**3.8** If you disagree, please give the number of hours you believe to be correct here.

**3.9** Please tick the appropriate box to say whether or not you agree with the earnings details the claimant has given in section 4.4 of their claim form. If you tick 'Yes', please now go straight to **section 4**.

**3.10** If you disagree, please give the earnings details you believe to be correct here.

## 4 Unfair dismissal or constructive dismissal

You only need to fill in this section if the claimant has completed section 5.2 or 5.3 of their claim form.

**4.1** Please tick the appropriate box to say whether or not you agree with the details given by the claimant about pension and other benefits in sections 5.2 and 5.3 of their claim form. If you tick

'Yes', please now go straight to **section 5**.

**4.2** If you disagree, please give the details you believe to be correct here.

## 5 Response

**5.1\*** Please tick the appropriate box to say whether or not you resist the claim made by the claimant. If you only resist a part of the claim, please tick 'Yes' and tell us which part of the claim you are resisting in section 5.2 below. If you tick 'No', please now go straight to **section 6**.

**5.2●** If you have ticked 'Yes', please explain the grounds on which you are resisting the claim. If the claim is about more than one issue, you will need to respond to each issue. Clearly explain what points you disagree with and give information to support your argument. If your organisation dismissed the claimant, explain the procedure you followed before the actual dismissal and give full reasons why you dismissed the claimant. If the claim is about discrimination, please provide a response to each of the statements made by the claimant and describe the action you took when the claimant raised the matter with you. Give full reasons if you disagree that your organisation owes the

claimant money or if you disagree with the amount the claimant expects. At this stage you should not send any documents to support your response. However, you may have to produce them if the claim goes to a hearing.

If there is not enough space, please continue on a separate sheet and attach it to this form.

## 6 Other information

**6.1** Please do not send a covering letter with your response form. Please give any extra information that you want us to look at here. If you have any special needs (for example, because of a disability) please give details here so we can help you.

If there is not enough space, please continue on a separate sheet and attach it to this form.

If you are providing information on separate sheets for a number of questions, please say here how many sheets in total you have attached to the form.

## 7 Your representative

A person you ask to act on your behalf is known as your representative. We will deal only with your representative if you appoint one – we will not deal directly with you. Please do not give the name of a representative unless they have agreed to act for you. Do not give the name of a person or organisation who is only giving you advice on filling in this form.

**7.1** If you know the name of the person representing you, give their name here. If you don't know it, please leave this section blank.

**7.2** Give the full name of the representative's organisation (for example, the firm of solicitors or the employers' association).

**7.3** Give the full address and postcode of the representative's organisation.

**7.4** Give the representative's phone number including the full dialling code.

**7.5** Give the reference number your representative has given to your case (if you know it).

**7.6** Tick the appropriate box to say how your representative would prefer us to contact them in future. If they choose fax or e-mail, please give their fax number

or their e-mail address. Please do not include an e-mail address **unless** the representative checks their e-mails every day.

**Now please sign and date the form. If you have appointed a representative they can sign the form for you. Make sure you keep a copy of the form and any separate sheets you are sending to us.**



## ***Employment Tribunal offices: E-mail addresses***

<b>Aberdeen</b>	aberdeenet@ets.gsi.gov.uk
<b>Ashford</b>	ashfordet@ets.gsi.gov.uk
<b>Bedford</b>	bedfordet@ets.gsi.gov.uk
<b>Birmingham</b>	birminghamet@ets.gsi.gov.uk
<b>Bristol</b>	bristolet@ets.gsi.gov.uk
<b>Bury St Edmunds</b>	buryet@ets.gsi.gov.uk
<b>Cardiff</b>	cardiffet@ets.gsi.gov.uk
<b>Dundee</b>	dundeet@ets.gsi.gov.uk
<b>Edinburgh</b>	edinburghet@ets.gsi.gov.uk
<b>Exeter</b>	exeteret@ets.gsi.gov.uk
<b>Glasgow</b>	glasgowet@ets.gsi.gov.uk
<b>Leeds</b>	leedset@ets.gsi.gov.uk
<b>Leicester</b>	leicesteret@ets.gsi.gov.uk
<b>Liverpool</b>	liverpoollet@ets.gsi.gov.uk
<b>London Central</b>	londoncentralet@ets.gsi.gov.uk
<b>London South</b>	londonsouthet@ets.gsi.gov.uk
<b>Manchester</b>	manchesteret@ets.gsi.gov.uk
<b>Newcastle</b>	newcastleet@ets.gsi.gov.uk
<b>Nottingham</b>	nottinghamet@ets.gsi.gov.uk
<b>Reading</b>	readinget@ets.gsi.gov.uk
<b>Sheffield</b>	sheffieldet@ets.gsi.gov.uk
<b>Shrewsbury</b>	shrewsburyet@ets.gsi.gov.uk
<b>Southampton</b>	southamptonet@ets.gsi.gov.uk
<b>Stratford</b>	stratfordet@ets.gsi.gov.uk
<b>Watford</b>	watfordet@ets.gsi.gov.uk

***For full office address details see back cover***

## ***Employment Tribunal offices***

<b>Aberdeen</b>	Mezzanine Floor, Atoll House, 84-88 Guild Street, Aberdeen AB11 6LT	☎01224 593137	Fax: 01224 593138
<b>Ashford</b>	1st Floor, Ashford House, County Square Shopping Centre, Ashford, Kent TN3 1YB	☎01233 621346	Fax: 01233 624423
<b>Bedford</b>	8-10 Howard Street, Bedford MK40 3HS	☎01234 351306	Fax 01234 352315
<b>Birmingham</b>	Phoenix House, 1-3 Newhall Street, Birmingham B3 3NH	☎0121 236 6051	Fax: 0121 236 6029
<b>Bristol</b>	The Crescent Centre, Ground Floor, Temple Back, Bristol BS1 6EZ	☎0117 929 8261	Fax: 0117 925 3452
<b>Bury St Edmunds</b>	100 Southgate Street, Bury St Edmunds, Suffolk IP33 2AQ	☎01284 762171	Fax: 01284 706064
<b>Cardiff</b>	2nd Floor, Caradog House, 1-6 St Andrews Place, Cardiff CF10 3BE	☎029 2067 8100	Fax: 029 2022 5906
<b>Dundee</b>	2nd Floor, 13 Albert Street, Dundee DD1 1DD	☎01382 221578	Fax: 01382 227136
<b>Edinburgh</b>	54-56 Melville Street, Edinburgh EH3 7HF	☎0131 226 5584	Fax: 0131 220 6847
<b>Exeter</b>	2nd Floor, Keble House, Southernhay Gardens, Exeter EX1 1NT	☎01392 279665	Fax: 01392 430063
<b>Glasgow</b>	Eagle Building, 215 Bothwell Street, Glasgow G2 7TS	☎0141 204 0730	Fax: 0141 204 0732
<b>Leeds</b>	4th Floor, City Exchange, 11 Albion Street, Leeds LS1 5ES	☎0113 245 9741	Fax: 0113 242 8843
<b>Leicester</b>	5a New Walk, Leicester LE1 6TE	☎0116 255 0099	Fax: 0116 255 6099
<b>Liverpool</b>	1st Floor, Cunard Building, Pier Head, Liverpool L3 1TS	☎0151 236 9397	Fax: 0151 231 1484
<b>London Central</b>	19-29 Woburn Place, London WC1H 0LU	☎020 7273 8603	Fax: 020 7273 8686
<b>London South</b>	Montague Court, 101 London Road, West Croydon CR0 2RF	☎020 8667 9131	Fax: 020 8649 9470
<b>Manchester</b>	Alexandra House, 14-22 The Parsonage, Manchester M3 2JA	☎0161 833 6100	Fax: 0161 832 0249
<b>Newcastle</b>	Quayside House, 110 Quayside, Newcastle Upon Tyne NE1 3DX	☎0191 260 6900	Fax: 0191 222 1680
<b>Nottingham</b>	3rd Floor, Byron House, 2a Maid Marian Way, Nottingham NG1 6HS	☎0115 947 5701	Fax: 0115 950 7612
<b>Reading</b>	5th Floor, 30-31 Friar Street, Reading RG1 1DY	☎0118 959 4917	Fax: 0118 956 8066
<b>Sheffield</b>	14 East Parade, Sheffield S1 2ET	☎0114 276 0348	Fax: 0114 276 2551
<b>Shrewsbury</b>	Suite 7, 2nd Floor, Prospect House, Belle Vue Road, Shrewsbury SY3 7NR	☎01743 358341	Fax: 01743 244186
<b>Southampton</b>	3rd Floor, Duke's Keep, Marsh Lane, Southampton SO14 3EX	☎023 8071 6400	Fax: 023 8063 5506
<b>Stratford</b>	44 The Broadway, Stratford E15 1XH	☎020 8221 0921	Fax: 020 8221 0398
<b>Watford</b>	3rd Floor, Radius House, 51 Clarendon Rd, Watford, WD17 1HU	☎01923 281 750	Fax: 01923 281 781

Our offices are open from 9.00am to 5.00pm Monday to Friday.

We will send a map showing the location of the office where the hearing has been arranged and giving details of local car parking and facilities for refreshments and phones.

***For office e-mail addresses see the inside back cover***

**Enquiry Line: 0845 7959775    Minicom: 0845 7573722**