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# Your claim

What happens next?

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 কপি'র 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 कसटमर् 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 lethbhric. 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

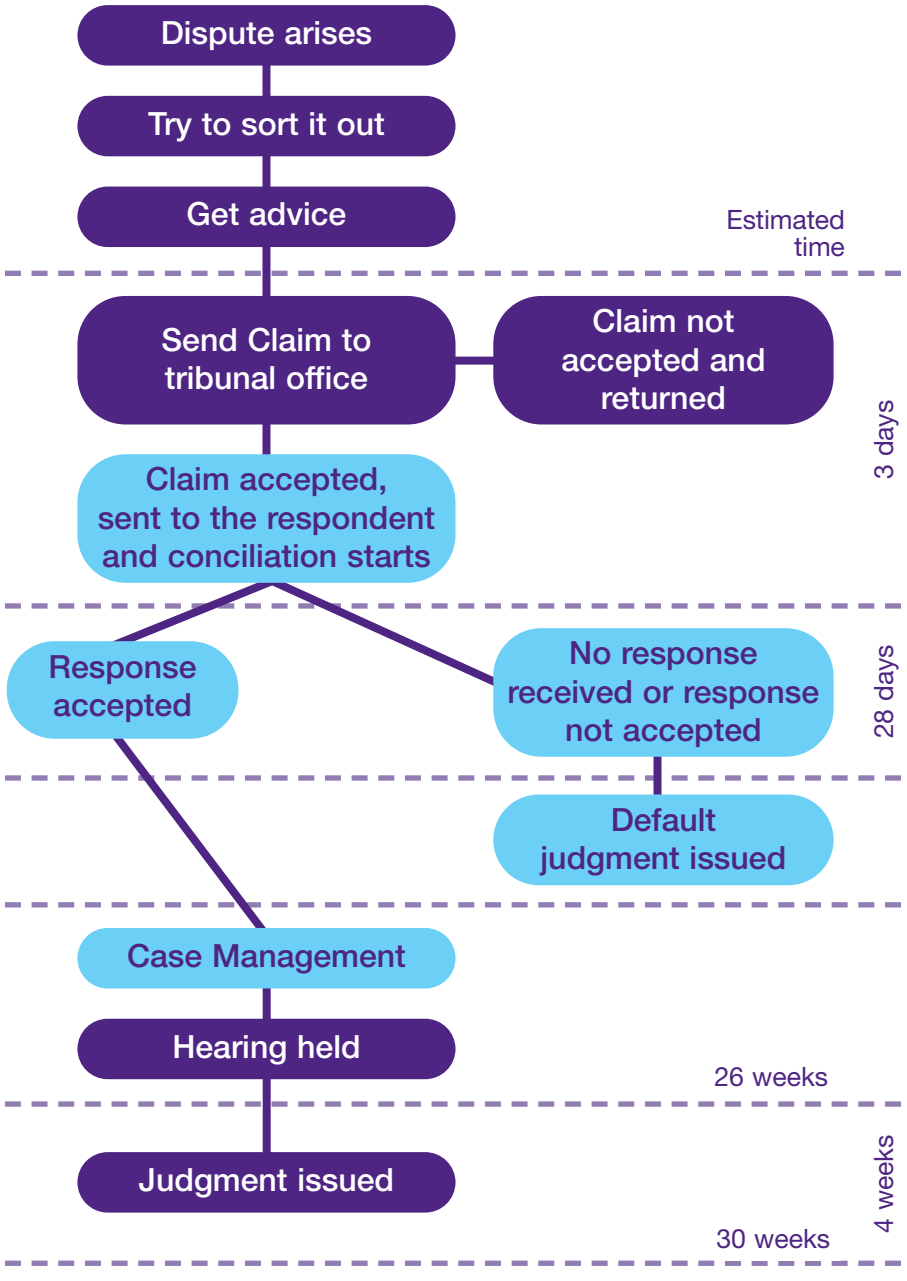
This booklet contains guidance on what happens after your claim to an Employment Tribunal has been accepted.

This booklet is also available in Braille, as an audio tape, in large print or on disc.

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# Claim process summary



## What does the tribunal do now it has received my claim?

Having received and accepted your claim, we have given it a case number. **You should quote your case number when you contact the tribunal office by phone or in writing.**

We have also sent a copy of your claim to the respondent (or respondents if you are complaining about more than one person or company). We have also sent them a response form on which they must provide certain information and say whether they do not agree with (resist) your claim and, if so, why.

In most cases, we also send a copy of your claim to Acas. This is the independent conciliation service. They will try to help you and the respondent reach an agreed settlement if that is what you want to do.

## How long does the respondent have to respond to my claim?

The respondent must reply within 28 days of the date that we sent the

copy of your claim to them, or longer, if an extension of time has been granted by the tribunal. If the respondent does not reply within the time limit or fails to supply the necessary information, their response will not be accepted. In these circumstances, a **default judgment** may be issued. A default judgment allows a tribunal chairman to give a decision about your claim without you having to go to a hearing.

## What is a fixed period of conciliation and does it apply to my claim?

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

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

If you have been told that a fixed period of conciliation applies to your claim, this will mean that you and the respondent will have that time to use the services of Acas to reach an agreed settlement of your 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, your claim will be heard by an Employment Tribunal as soon as possible after the period has ended.

If you or the respondent do not want to negotiate a settlement using Acas, you can write to Acas and let them know. The fixed period of conciliation will end when they receive your or the respondent's letter and your case will then be heard.

## What happens after the respondent's response form has been accepted?

Once the respondent's response form has been accepted, there may be some issues which need to be dealt with before your case can be decided.

For example, either you or the respondent may need to get more information from each other. Also, 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 respondent, you should ask for this in writing, giving a reasonable time limit for responding. If the respondent does not provide the information you ask 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 respondent to clear up a particular matter. The tribunal can give directions in writing or issue orders which you **must** follow.

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 respondent 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 claim may be struck out or you may be ordered to pay all or some of the respondent's costs.

## When will my claim be heard?

We will write to you and the respondent 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 for the hearing.

## Can I withdraw my claim?

You may withdraw either all or part of your claim at any time before or during the hearing. If you want to withdraw your claim, you must do so in writing to us. You should also tell the respondent that you are withdrawing your claim. You must do this as soon as possible.

## Can I correspond with the tribunal by e-mail?

Yes – a full list of employment tribunal e-mail addresses can be found on page **11**. 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 your claim.

Documents sent 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 if you have not already done so on the claim form. 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 your 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. We can also provide hearing-induction loops in the room where the hearing is held if you need them. Please contact us as soon as possible, so that 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 outlined our procedure in our booklet called '**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).

# For your notes

# For your notes

Your claim

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## ***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>	dundeeet@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>	liverpoolet@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 TN23 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 Square, 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>	Victory House, 30-34 Kingsway, London WC2B 6EX	☎020 7273 8603	Fax: 020 7273 8686
<b>London South</b>	Montague Court, 101 London Road, West Croydon CRO 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**