

## Case protocol for UNISON Essex stewards



If you require extra information please refer to the UNISON Representation Guide (ask the branch office if you need a copy).

Please tick as each step is completed:

- Members **must complete a UNISON CASE form** if they require UNISON representation (this is not necessary if they are only seeking advice).
- Each section of the CASE form must be completed and the form signed by the member. Help the member to complete the form if necessary.
- Check membership** - contact the branch office (01245 608949 or [unisonin Essex@gmail.com](mailto:unisonin Essex@gmail.com)) to ensure that the individual is a fully paid-up member and all their contact details are correct.
- What was date of the incident/dismissal? **If the case could result in a legal claim check legal time limits** (in most cases 3 months minus 1 day) and inform the branch office.
- Is there a potential claim for discrimination? Does the member have evidence of this? Check with the branch office if you are unsure.
- Get copies of and read the **relevant employer policy(ies) or procedure(s)** connected to the case.
- Identify which stage in the employers' policy the member is i.e. investigation stage, hearing, appeal.
- Arrange a meeting with member to discuss their issues and what they want as a result.  
*Meet somewhere safe such as in the workplace or a public location; no home visits.*
- Is there a clear personal injury? Give the member the number for UNISONdirect (0800 0 857 857) to start a claim. Member may also qualify for accident benefit. *Speak to the branch office if unsure.*
- Has the member been referred to their professional body? *E.g. Nursing and Midwifery Council (NMC). If so contact the branch office **immediately** as we will need to notify UNISON's Professional Registration Unit.*
- Contact the branch office if you need advice or guidance. *The office can arrange for you to receive advice from a branch officer or a member of staff from the regional office.*
- Contact HR to let them know who the steward representing the member is and the steward's availability to represent member at hearings.
- The member will need to be fully informed so they can make their decisions on how to proceed (with UNISON advice).
- Have a pre-meet with member 30mins before the meeting to discuss case and prepare.
- After the meeting:
  - Advise the member what happens next e.g. letter/ right to appeal and ask them to contact you if they want to appeal, and talk to the member about whether there are any grounds for appeal.
  - Update the branch or regional office if they are involved in the case.