Headway

the brain injury association

factsheet

Making a complaint about treatment at work after brain injury

Introduction

If you feel you have been discriminated against, or are experiencing any other problems at work, then you should start by talking to your immediate manager. If you wish to make a formal complaint then it will be necessary to follow your employer's grievance procedure. If your complaint cannot be solved in the workplace then it may be possible to go to an employment tribunal.

Sources of support

The following outside agencies can help. Contact details are provided at the end of this factsheet:

- The **Advisory, Conciliation and Arbitration Service** (ACAS) offers free, confidential and impartial advice on all employment rights issues via their website and helpline. They can also pursue disputes on your behalf if you wish to take your complaint further.
- If you are a trade union member, you can contact your union representative for advice and support.
- Your local **Citizens' Advice Bureau** (CAB) can provide free and impartial advice.
- The **Equality and Human Rights Commission** has a free helpline and also provides legal services for people who are experiencing discrimination. Their website also contains lots of information on the Disability Discrimination Act.
- The **Andrea Adams Trust** works to reduce the incidence of workplace bullying by promoting a wider understanding of the issue and by providing a professional source of information, advice and support. They have a national helpline for anyone experiencing bullying at work and for employers who would like advice on the issue.
- The local Disability Employment Advisor (DEA) should also be able to help. You can contact a DEA via your local Jobcentre Plus office.

Northern Ireland

Northern Ireland has its own separate dispute resolution procedures. You can find out more information from the Department of Employment and Learning

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(DELNI), who also produce a factsheet on disability discrimination in employment.

Help is also available in Northern Ireland from the Labour Relations Agency (LRA) which offers free, confidential and impartial advice on all employment rights issues for residents of Northern Ireland.

Useful Organisations

Advisory, Conciliation and Arbitration Service (ACAS)
Euston Tower
286 Euston Road
London
NW1 3JJ
Helpline: 08457 47 47 47
Web: www.acas.org.uk

The Andrea Adams Trust – committed to preventing workplace bullying
Hova House
1 Hova Villas
Hove
East Sussex BN3 3DH
Helpline: 01273 704 900
Web: www.andreaadamstrust.org

Citizen's Advice Beureau (CAB)
See local telephone directory, or visit www.citizensadvice.org.uk

Department of Employment and Learning (Northern Ireland)
Adelaide House
39-49 Adelaide Street
Belfast BT2 8FD
Tel: 028 9025 7777
Email: del@nics.gov.uk
Web: www.delni.gov.uk

Disability Alliance
Universal House
88 – 94 Wentworth Street
London E1 7SA
Tel: 020 7247 8776
Email: office.da@dial.pipex.com
Web: www.disabilityalliance.org

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Equality and Human Rights Commission Helpline (England)
Freepost RRLL-GHUX-CTRX
Arndale House
Arndale Centre
Manchester M4 3EQ
Tel: 0845 604 6610
Email: englandhelpline@equalityhumanrights.com
Web: www.equalityhumanrights.com

Equality and Human Rights Commission Helpline (Scotland)
Freepost RSAB-YJEJ-EXUJ
Equality and Human Rights Commission
PO Box 26961
Glasgow G2 9DU
Tel: 0845 604 5510
Email: Scotlandhelpline@equalityhumanrights.com .
Web: www.equalityhumanrights.com/scotland

Equality and Human Rights Commission Helpline (Wales)
Freepost RRLR-UEYB-UYZL
3rd Floor
3 Callaghan Square
Cardiff CF10 5BT
Tel: 0845 604 8810
Email: waleshelpline@equalityhumanrights.com
Web: www.equalityhumanrights.com/wales

Jobcentre Plus
See local telephone directory or visit www.direct.gov.uk.

Labour Relations Agency (Northern Ireland) 2-8 Gordon Street
Belfast BT1 2LG
Tel: 028 9032 1442
Email: info@lra.org.uk
Web: www.lra.org.uk

To discuss any issues raised in this factsheet, or to find details of our local Groups and Branches, please contact the Headway helpline free of charge on 0808 800 2244, or by email at helpline@headway.org.uk. You can also find more information and contact details of Groups and Branches on our website at www.headway.org.uk. Headway produces a range of booklets which can be ordered from the website or on 0115 924 0800. Factsheets are freely downloadable from the website.

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