

Employment Tribunals Services

This booklet is also available in the following languages: Bengali, Hindi, Gujarati, Urdu, Punjabi, Cantonese, Welsh and Gaelic. For a copy please telephone the Customer Services Team on 0161 833 6314. Please note this booklet is for information only. All forms and correspondence must be completed in English except for parties to claims brought in Wales. Please see page 14 for further details.

এই পুস্তিকাটি বাংলাতেও পাওয়া যায়। এর কপি পেতে হলে গহক সেবাকেন্দ্রে (কাস্টমার সার্ভিস টিম) 0161 833 6314 নম্বরে ফোন করুন। এই পুস্তিকাটি শুধু তথ্য সরবরাহ করার জন্য। সকল ফর্ম পূরণ ও সকল যোগাযোগ ইংরাজী ভাষায় করতে হবে।

यह पुस्तिका हिन्दी में उपलब्ध है। इसकी एक प्रतिलिपि के लिए, 0161 833 6314 पर ग्राहक सेवा टीम को फोन करें। कृपया नोट करें कि यह पुस्तिका केवल जानकारी के लिए ही है। सभी फॉर्म और पत्राचार अंग्रेजी में ही पूरे किए जाने चाहिए।

ଆ ବୁକଲେଟ ଗୁଜରାତୀମାଂ ଉପଲବ୍ଧ ଛେ. କୁପା କରୀ ଅନ୍ତିମ ନକଲ ମାଟେ ଘରାଇନୀ ସେବାନୀ ଟୀମନେ 0161 833 6314 ୫୨ ଫୋନ କରିବୋ। କୁପା କରୀ ନାଂଦୋ କେ ଆ ବୁକଲେଟ ଫକ୍ତ ମାହିତୀ ମାଟେ ୪ ଛେ। ବ୍ୟାଧା ଫାରମୋ ଅନେ ବହେବାରନେ ଅଂଗ୍ରେଜିମାଂ ଜ ସଂପୂର୍ଣ୍ଣ କରିବା।

یہ کتابچہ اردو میں دستیاب ہے۔ اس کی ایک کاپی حاصل کرنے کے لئے براہ کم کٹھر سروں ٹیم کو 0161 833 6314 پر فون کریں۔ براہ کم یاد رکھیں کہ یہ کتابچہ صرف معلومات کے لئے ہے۔ تمام فارماون اور مراسلات کو انگریزی میں مکمل کرنا لازمی ہے۔

ਏ ਕਿਤਾਬਚਾ ਪੰਜਾਬੀ ਵਿਚ ਉਪਲਬਧ ਹੈ। ਏਸ ਦੀ ਕਾਪੀ ਲਈ ਕਿਰਪਾ ਕਰਕੇ ਗਾਹਕ ਸੇਵਾ ਟੀਮ ਨੂੰ 0161 833 6314 ਤੇ ਡੋਨ ਕਰੋ। ਮੇਹਰਬਾਨੀ ਕਰਕੇ ਏ ਗਲ ਨੋਟ ਕਰੋ ਕੇ ਏ ਕਿਤਾਬਚਾ ਸਿਰਫ ਜਾਣਕਾਰੀ ਲਈ ਹੈ। ਏ ਜ਼ਰੂਰੀ ਹੈ ਕਿ ਸਾਰੇ ਫਾਰਮ ਅੰਗ੍ਰੇਜ਼ੀ ਵਿਚ ਭਰੇ ਜਾਣ ਅਤੇ ਚਿਠੀ ਪਤਰ ਵੀ ਅੰਗ੍ਰੇਜ਼ੀ ਵਿਚ ਹੋਏ।

此手册有廣東話版本。如果要得到一份拷貝，請與客戶服務小組聯係，電話：0161 833 6314。請注意此手册僅提供一般信息。所有表格和函件必須用英文。

Tha an leabhran seo ri fhaotainn ann an Gàidhlig. Airson lethbhreac òrdanachadh, fòn gu Customer Service Team aig 0161 833 6314. Tha an leabhran seo airson fiosrachaidh a-mhàin. Bu chòir gach foirm is litir a lionadh ann am Beurla.

Mae'r llyfrynn hwn ar gael yn Gymraeg. I gael copi byddwch cystal b ffonio'r Tnm Gwasanaeth i Gwsmeriaid ar 0161 833 6314. Byddwch cystal b sylwi mai ar gyfer gwybodaeth yn unig mae'r llyfrynn hwn.

Introduction

The following pages contain guidance on what Employment Tribunals do and how to apply to an Employment Tribunal. It is a guide only and not a statement of the law.

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What do Employment Tribunals do?

They hear applications (sometimes called ‘complaints’) and appeals about matters to do with employment. These matters include unfair dismissal, redundancy payments, sex, race and disability discrimination together with certain issues relating to wages and terms and conditions of employment. A full list, called a jurisdiction list, is available from your local tribunal office or through the public enquiry line. Other information booklets which explain each jurisdiction are available from your local Jobcentre.

Hearings

Most cases are heard at permanent tribunal offices although additional centres are hired where necessary. 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.

Who hears the case?

The tribunal generally has three members. The ‘Chairman’ is legally qualified and is appointed by the Lord Chancellor. The other two members are lay members and are appointed by the Secretary of State for Trade and Industry from persons with experience in dealing with work related problems. Although the three members are appointed by Government Ministers, they are independent of and not influenced by the Government.

Will my case be dealt with fairly?

The tribunal has an overriding objective which is to deal with your case justly. This includes doing what it can to ensure that all parties are on an equal footing, and dealing with your case as quickly as possible in a way which is proportionate to the

complexity of the issues. You must assist the tribunal in achieving the objective.

Decisions, reviews and appeals

The tribunal will always send a written decision and its reasons for making that decision to the parties or to their representatives. There are limited rights to apply for a review of the decision, or to lodge an appeal against it to the Employment Appeal Tribunal within set time limits.

What can the media report about the case?

Most tribunal hearings are public and the press are free to attend and report the proceedings.

However, where a case involves allegations of sexual misconduct (which may, or may not be a sexual offence), the tribunal may make a 'Restricted Reporting Order'. This prevents the media from naming specific individuals until the tribunal has sent out its written decision.

If a case involves allegations of a sexual offence, the names of all those affected by the allegation are left out of all public records.

Further Information

The Employment Tribunals have a public enquiry line which is able to answer general enquiries, give information about tribunal publications and explain how the tribunal system works.

The enquiry line number is **0845 795 9775**. All calls are charged at local rate.

Offices in Bury St Edmunds and Glasgow hold public registers of applications and tribunal decisions for England and Wales and for Scotland respectively.

Further help and advice is available from:

- Advisory Conciliation and Arbitration Service (ACAS) on 08457 474 747
- unions and employers' organisations, if you are a member;
- voluntary advice services such as Citizens' Advice Bureaux and law centres;
- the Equal Opportunities Commission 08456 015 901 if you have a complaint of sex discrimination, the Commission for Racial Equality (020) 7939 000 if you have a complaint of race discrimination; and the Disability Rights Commission 0845 7622 6333 if you have a complaint of disability discrimination; and
- solicitors and other professional advisers.

Solicitors firms and advice agencies funded by the Community Legal Service may be able to help you with preparing your case. Details of the help available can be found in the booklet '*A Practical Guide to Community Legal Service funded by the Legal Services Commission*' which is available from the LSC leaflet line on 0845 300 0343. However, this does not apply to representation at a hearing. It may be possible for a solicitor to represent you on a 'no win, no fee' basis.

There are two other booklets which give more information about Employment Tribunals. **What to do if taken to an Employment Tribunal** is provided to the respondent when your application is sent to them. The other **Hearings at Employment Tribunals** will be sent to you along with the notice of hearing, if your case proceeds to a hearing. Copies of either booklet can be requested from our Enquiry Line.

How to apply to an Employment Tribunal

The easiest way is to complete the application form in this booklet and send it to the appropriate tribunal office - see 'Where to send your application' overleaf. You should answer all the questions on the application form which apply to your complaint. Alternatively, you may send a letter to the appropriate tribunal office giving your name and address, the name and address of the person or company you are complaining about (the respondent) and full details of your complaint. You can obtain extra application forms from Jobcentres, Law Centres and Citizens Advice Bureaux.

Alternatively you can apply on-line by accessing the Employment Tribunals website at www.employmenttribunals.gov.uk.

If you know that the respondent is insolvent, you should give the name and address of the insolvency practitioner (the receiver or liquidator) who is dealing with the respondent's financial matters.

When you have completed the form you should send it to the relevant tribunal office (see 'Where to send your application') and keep a copy for your records. There is no need to send other documents at this stage.

If it is important for you to ensure that your application is received within the relevant time limit, your application can be faxed or delivered by hand. If you fax your application do not post a copy as well.

How to apply on-line

If you wish to apply on-line you can do so by completing the application form on the Employment Tribunals website at www.employmenttribunals.gov.uk.

Once you have submitted your completed form it will be sent automatically to the relevant tribunal office which will deal with your case. You should keep a copy of the completed form for your records. There is no need to send a duplicate by post or to send other documents at this stage

Important: You should be aware that it is your responsibility to ensure that the tribunal office receives your application within the relevant time limit. Applications sent by e-mail are not guaranteed to reach their destination within the usual, or expected, time period for the despatch and receipt of e-mail communications.

Where to send your application

You will need to know the postcode for the place where you worked. If you have never worked for the employer use the postcode for the place where the matter which you are complaining about happened.

Refer to the chart on pages 18-20 and send it to the tribunal office listed against the code. For example PE10, 11 or 12 should go to the Nottingham Office (the full address of each office is on the back cover of this booklet).

If you are e-mailing your application you can find a full list of tribunal office e-mail addresses on page 21.

Sending your application to the wrong office may cause delay. If you are in doubt where to send it, call the Employment Tribunal enquiry line on **0845 795 9775**.

Corresponding with the tribunal by e-mail

The tribunal will accept correspondence sent by e-mail and a full list of employment tribunal office e-mail addresses is on page 21. You should ensure that your case reference number is quoted in any correspondence and that it is sent to the tribunal office dealing with your application.

Documents sent to the tribunal **must** be in a 'Word' compatible format, documents in other formats will **not** be accepted.

On receipt of your e-mail the tribunal office will issue an electronic acknowledgement but **will not** correspond or conduct proceedings by e-mail. This is because it cannot be assumed that the other party can or will wish to correspond by e-mail and it is important that both sides are dealt with in an even-handed manner and, that being so, both will be corresponded with in the normal way by post.

Correspondence sent by e-mail will be treated in the same way as that received in other forms ie by letter or fax. We ask that you do not send further e-mails or telephone the tribunal office to confirm receipt unless you have not received an acknowledgement within two working days of sending your e-mail.

Important: you should be aware that it is your responsibility to ensure that the tribunal office receives your application or any other correspondence within the relevant time limit. Correspondence sent by e-mail is not guaranteed to reach its destination within the usual, or expected, time period for the despatch and receipt of e-mail communications. **Please note that tribunal offices are unable to deal with the general enquiries by e-mail.**

How soon must I make my application to the Employment Tribunal?

Time limits in Employment Tribunals are much shorter than in other courts. In most cases the tribunal must receive your application within **three months** beginning with the date your employment ended, or in some cases when the matter you are complaining about happened.

This means that if it happened on 1st March, the tribunal must receive your application on or before 31st May; if it happened

on 5th March, the tribunal must receive your application on or before 4th June.

If your application is received outside the **three months** time limit, the tribunal will probably not be able to consider it. However, sometimes the tribunal can consider late claims depending on the reason for the delay. If the application is late, the tribunal may hold a preliminary hearing to consider why the application was late and whether it can proceed further or it may decide to do that as a preliminary issue at the full hearing.

If you are applying for a redundancy payment, there are specific time limits which are complicated. You should seek advice immediately. You can get help from the Redundancy Payment Helpline 0845 145 0004.

If you are applying under the provisions of the National Minimum Wage Act 1998, you can get help from the National Minimum Wage Helpline 0845 600 0678.

Special additional rules apply if you believe that you were dismissed for one of the following reasons:

- union activities;
- union membership or non-membership;
- health and safety activities either as an employers health and safety ‘officer’ or a workers representative;
- activities as a pension scheme trustee;
- being or proposing to become an ‘employee representative’
- shop workers and betting workers who refuse Sunday work; and
- certain provisions covered by the Working Time Regulations.

In these circumstances you can apply for an immediate re-employment order but the tribunal **must receive your application within seven days of your dismissal**. The hearing which decides this matter is called an ‘interim relief’ hearing (see booklet ‘**Hearings at Employment Tribunals**’). This is a complex matter and you should get advice straight away.

The law on time limits is complicated and if you have any doubt you should get advice about them immediately.

Does one party have to pay the other party’s costs?

Generally no. However, where in the opinion of the tribunal, a party has in bringing the proceedings, or a party or a party’s representative has in conducting the proceedings, acted vexatiously, abusively, disruptively or otherwise unreasonably, or the bringing or conducting of the proceedings by a party has been misconceived, the tribunal may make an order in respect of all or part of the other party’s costs.

What does the tribunal do when it receives my application?

When the tribunal receives your application it is given a case number and acknowledged. You should quote the case number whenever you contact the tribunal office. If you have not heard from them within a week of sending your application you should contact the tribunal office where you sent your form to enquire if it has been received.

A copy of your application is sent to the respondent within five days of receipt, together with the booklet ‘**What to do if taken to an Employment Tribunal**’. They will also be sent a form on which they can say whether they resist your application and, if so, why. That form is called a ‘Notice of Appearance’.

In most cases a copy is also sent to ACAS, which is the independent conciliation service. They will try to help you and

the respondent reach a settlement of your claim. There is no charge for this service. The tribunal is not normally told about letters and discussions with ACAS without the agreement of the parties. If the claim is settled with ACAS's help, the tribunal will write to you confirming that there will be no hearing and that the case is closed. The agreement can be enforced in the County Court if either party fails to honour it.

How long does the respondent have to reply to my application?

The respondent should reply within 21 days of receiving your application from the tribunal. A respondent who does not reply, will not be allowed to resist the application. However, if the respondent sends in the notice of appearance form late, the tribunal might still allow the respondent to resist your claim but you may be entitled to costs caused by the delay.

Breach of Contract claims

Where you are no longer employed you may be entitled to make a claim for 'breach of contract' against your former employer, but you should be aware that your employer may then make a 'breach of contract' claim against you.

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

Once your application and the notice of appearance from the respondent have been received a number of issues may arise before your case is heard.

For example, a party or the tribunal itself may seek more information from the other side. The tribunal may give directions or issue orders on this and other matters relating to the case, which you will be expected to follow. If witnesses are vital to the case but will not attend freely, Witness Orders can be requested and may be granted to compel attendance.

In a more complex case, the tribunal may hold a directions hearing to deal with such matters. If a party fails to comply with a direction or order made by the tribunal, whether at a directions hearing or otherwise, they may be ordered to pay all or some of the other party's costs.

How will I know when the tribunal is going to hear the case?

The tribunal writes to all the parties at least 14 days before the day of the hearing to tell them when the hearing will take place. This is called a Notice of Hearing. With this you will be sent a booklet '**Hearings at Employment Tribunals**' which will help you prepare. If the hearing date is one which it is not possible for one of your witnesses to attend, e.g. because they have a pre booked holiday, you should write to the tribunal immediately giving a full explanation of the circumstances and offer alternative dates. The tribunal will advise you if your request for a postponement has been granted or not.

You should not assume that your request has been granted until the tribunal office confirms this in writing. The Chairman may wish to have the views of the other party before reaching a decision.

Can I and my witnesses recover the cost of travelling to the tribunal and other expenses?

You, your witnesses and volunteer advocates (for example unpaid Citizens' Advice Bureau representatives) may be entitled to travelling costs and other allowances when attending the tribunal. These change from time to time so you should contact the tribunal office to find out how much you can claim.

The tribunal will not pay legal costs.

Can I withdraw the application before the hearing?

Yes, but you must do so in writing to the tribunal formally withdrawing your complaint. You must do so as soon as possible. If you do not withdraw your complaint until the last minute there is a possibility that the tribunal may order you to pay costs to the other party in preparing for the hearing. You should also tell the other party that you are withdrawing.

Are there other types of hearing besides the full hearing to decide the case?

Yes. Interlocutory hearings, pre-hearing reviews, preliminary hearings and review hearings - these are explained in the booklet '**Hearings at Employment Tribunals**'.

Access to Information

Some information given to the Employment Tribunals in the course of case proceedings may be held on computer for administrative and statistical purposes. You can request a copy of this electronic information by writing to the Data Protection Officer, Department of Trade and Industry, IMPE Directorate, LG139, 1 Victoria Street, London SW1H 0ET. For further information on the Data Protection Act you can visit www.dataprotection.gov.uk.

Information about the Employment Tribunals Service (ETS), the administrative support agency of the Employment Tribunals, is available through the ETS Publication Scheme. You can find out what information is available by visiting our website at www.ets.gov.uk or alternatively by writing to the Communications Unit, Level 2, St Mary's House, c/o Moorfoot, Sheffield, S1 4PQ.

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

Welsh Language Act

In accordance with the Welsh Language Act guidelines, the Employment Tribunals and its administrative support agency, the Employment Tribunals Service, operate a non-statutory voluntary scheme for Welsh speakers. Parties to claims brought in Wales may request that contact with the tribunal office, including correspondence and telephone calls, be in Welsh. If both parties agree, hearings may be conducted solely in Welsh. Where both English and Welsh are to be used at a hearing, translation facilities can be provided on request.

Disability or additional needs

If you or anyone attending a tribunal with you has a requirement because of 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 into Braille or larger print, providing information on audio tape and payment for sign language interpreters. Please contact us as soon as possible, in order to give us the opportunity to assist you.

Definitions

Application The claim submitted to the Employment Tribunal.
Alternative words are ‘claim’ and ‘complaint’.

Applicant The person who makes an application to the Employment Tribunal (in the case of an appeal the correct term is ‘appellant’). Alternative words which have the same meaning are ‘claimant’ and ‘complainant’.

Respondent The person, company or organisation against whom the applicant is bringing a case. An alternative word which has the same meaning is ‘defendant’.

Party Either the applicant or the respondent (and ‘parties’ means both the applicant and the respondent).

Appeal This refers to an appeal against a health and safety notice issued by the Health & Safety Executive, Environmental Health Authority or Environment Agency, Levy assessment or under the National Minimum Wage enforcement and penalty provisions.

(The expression ‘appeal’ is also used to refer to applications to the Employment Appeal Tribunal complaining that an Employment Tribunals decision was wrong on a point of law)

Hearing When parties attend before the tribunal. There are different types which are dealt with in more detail in **‘Hearings at Employment Tribunals’**

Charter statement and standards of service

The standards that you can expect from the Employment Tribunals Service are detailed in our ‘Charter statement’. Copies can be requested 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 bring anything to our attention our comments and complaints procedure is outlined in our leaflets called ‘Having your say’ and ‘Putting things right’. These can also be obtained from the enquiry line or any tribunal office.

Further information can also be obtained via the Employment Tribunals and Employment Tribunals Service websites. These can be accessed through www.employmenttribunals.gov.uk and www.ets.gov.uk

Postcode	Tribunal office	Postcode	Tribunal office
AL	Watford	DT1-5	Southampton
B	Birmingham	DT6-8	Exeter
BA1-16	Bristol	DT9-11	Southampton
BA20-22	Exeter	DY	Birmingham
BB	Manchester	E	Stratford
BD	Leeds	EC	London Central
BH	Southampton	EN	Watford
BL	Manchester	EX	Exeter
BN	Southampton	FY	Manchester
BR	Ashford	GL	Bristol
BS	Bristol	GU1-10	London South
CA	Newcastle	GU11-14	Southampton
CB	Bury St Edmunds	GU15-16	London South
CF	Cardiff	GU17	Reading
CH1-3	Liverpool	GU18-25	London South
Ch4-8	Shrewsbury	GU26-35	Southampton
CH41-66	Liverpool	GU46-52	Southampton
CM	Stratford	HA	Watford
CO	Bury St Edmunds	HD	Leeds
CR	London South	HG	Leeds
CT	Ashford	HP1-5	Watford
CV	Birmingham	HP6-22	Reading
CW1-5	Shrewsbury	HP23	Watford
CW6-10	Liverpool	HP27	Reading
CW11-12	Shrewsbury	HR	Cardiff
DA	Ashford	HU	Leeds
DE1-7	Nottingham	HX	Leeds
DE11-15	Leicester	IG	Stratford
DE21-75	Nottingham	IP	Bury St Edmunds
DH	Newcastle	KT	London South
DL	Newcastle	L	Liverpool
DN1-12	Sheffield	LA1-6	Manchester
DN14-20	Leeds	LA7-23	Newcastle
DN21	Nottingham	LD	Cardiff
DN22	Sheffield	LE	Leicester
DN31-41	Leeds	LL	Shrewsbury

Postcode	Tribunal office	Postoffice	Tribunal office
LN	Nottingham	PE7	Bury St Edmunds
LS	Leeds	PE8	Bedford
LU	Bedford	PE9	Leicester
M	Manchester	PE10-12	Nottingham
ME	Ashford	PE13-19	Bury St Edmunds
MK	Bedford	PE20-25	Nottingham
N1-2	London Central	PE26-38	Bury St Edmunds
N3	Watford	PL	Exeter
N4-8	London Central	PO	Southampton
N9	Watford	PR1-7	Manchester
N10-11	London Central	PR8-9	Liverpool
N12	Watford	PR 25-26	Manchester
N13	London Central	RG1-20	Reading
N14	Watford	RG21-28	Southampton
N15-19	London Central	RG29-45	Reading
N20-21	Watford	RH1-14	London South
N22	London Central	RH15-17	Southampton
NE	Newcastle	RH18-20	London South
NG	Nottingham	RM	Stratford
NN1-13	Bedford	S	Sheffield
NN14-18	Leicester	SA	Cardiff
NN29	Bedford	SE	London South
NP	Cardiff	SG1-7	Bedford
NR	Bury St Edmunds	SG8-14	Bury St Edmunds
NW1-3	London Central	SG15-19	Bedford
NW4	Watford	SK	Manchester
NW5-6	London Central	SL	Reading
NW7	Watford	SM	London South
NW8	London Central	SN1-6	Bristol
NW9	Watford	SN7	Reading
NW10-11	London Central	SN8-26	Bristol
OL1-13	Manchester	SO	Southampton
OL14	Leeds	SP	Southampton
OL15-16	Manchester	SR	Newcastle
OX	Reading	SS	Stratford
PE1-6	Leicester	ST1-13	Shrewsbury

Postcode	Tribunal office	Postcode	Tribunal office
ST14	Leicester	W13	Watford
ST15-21	Birmingham	W14	London Central
SW1-2	London South	WA1-2	Liverpool
SW3	London Central	WA3	Manchester
SW4	London South	WA4-13	Liverpool
SW5-7	London Central	WA14-16	Manchester
SW8-9	London South	WC	London Central
SW10	London Central	WD	Watford
SW11-20	London South	WF	Leeds
SY1-22	Shrewsbury	WN1-7	Manchester
SY23-25	Cardiff	WN8	Liverpool
TA1-5	Exeter	WR	Birmingham
TA6-9	Bristol	WS	Birmingham
TA10-24	Exeter	WV	Birmingham
TD****	Newcastle	YO1-19	Leeds
TF	Shrewsbury	YO21-22	Newcastle
TN1-4	Ashford	YO23-62	Leeds
TN5-7	London South	****TD post code area - English locations only - Scotland has its own tribunals	
TN8-18	Ashford		
TN19-22	Southampton		
TN23-31	Ashford		
TN32-33	Southampton		
TN34-38	Ashford		
TN39-40	Southampton		
TQ	Exeter		
TR	Exeter		
TS	Newcastle		
TW1-5	London South		
TW6	Watford		
TW7-20	London South		
UB	Watford		
W1-4	London Central		
W5	Watford		
W6	London Central		
W7	Watford		
W8-12	London Central		

Employment Tribunal offices in England and Wales: E-mail addresses

Ashford	ashfordet@ets.gsi.gov.uk
Bedford	bedfordet@ets.gsi.gov.uk
Birmingham	birminghamet@ets.gsi.gov.uk
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For full office address details see back cover



Employment Tribunal offices in England and Wales

Ashford - 1st Floor, Ashford House, County Square Shopping Centre, Ashford, Kent TN23 1YB ☎ 01233 621346, Fax: 01233 624423

Bedford - 8-10 Howard Street, Bedford MK40 3HS ☎ 01234 351306, Fax 01234 352315

Birmingham - Phoenix House, 1-3 Newhall Street, Birmingham B3 3NH ☎ 0121 236 6051, Fax: 0121 236 6029

Bristol - The Crescent Centre, Temple Back, Bristol BS1 6EZ ☎ 0117 929 8261, Fax: 0117 925 3452

Bury St Edmunds - 100 Southgate Street, Bury St Edmunds, Suffolk IP33 2AQ ☎ 01284 762171, Fax: 01284 706064

Cardiff - 2nd Floor, Caradog House, 1-6 St Andrews Place, Cardiff CF10 3BE ☎ 029 2067 8100, Fax: 029 2022 5906

Exeter - 2nd Floor, Keble House, Southernhay Gardens, Exeter EX1 1NT ☎ 01392 279665, Fax: 01392 430063

Leeds - 4th Floor, Albion Tower, 11 Albion Street, Leeds LS1 5ES ☎ 0113 245 9741, Fax: 0113 242 8843

Leicester - Kings Court, 5a New Walk, Leicester LE1 6TE ☎ 0116 255 0099, Fax: 0116 255 6099

Liverpool - 1st Floor, Cunard Building, Pier Head, Liverpool L3 1TS ☎ 0151 236 9397, Fax: 0151 231 1484

London Central - 19-29 Woburn Place, London WC1H 0LU ☎ 020 7273 8603, Fax: 020 7273 8686

London South - Montague Court, 101 London Road, West Croydon CR0 2RF ☎ 020 8667 9131, Fax: 020 8649 9470

Manchester - Alexandra House, 14-22 The Parsonage, Manchester M3 2JA ☎ 0161 833 0581, Fax: 0161 832 0249

Newcastle - Quayside House, 110 Quayside, Newcastle Upon Tyne NE1 3DX ☎ 0191 260 6900, Fax: 0191 222 1680

Nottingham - 3rd Floor, Byron House, 2a Maid Marian Way, Nottingham NG1 6HS ☎ 0115 947 5701, Fax: 0115 950 7612

Reading - 5th Floor, 30-31 Friar Street, Reading RG1 1DY ☎ 0118 959 4917, Fax: 0118 956 8066

Sheffield - 14 East Parade, Sheffield S1 2ET ☎ 0114 276 0348, Fax: 0114 276 2551

Shrewsbury - Prospect House, Belle Vue Road, Shrewsbury SY3 7NR ☎ 01743 358341, Fax: 01743 244186

Southampton - 3rd Floor, Duke's Keep, Marsh Lane, Southampton SO14 3EX ☎ 023 8071 6400, Fax: 023 8063 5506

Stratford - 44 The Broadway, Stratford E15 1XH ☎ 020 8221 0921, Fax: 020 8221 0398

Watford - 3rd Floor Radius House, 51 Clarendon Road, Watford, Hertfordshire WD1 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