

# **Employment rights - information and support (signposting)**

## **General advice about disputes with employers**

### **1) ACAS - Advisory, Conciliation and Arbitration Service**

*New free service:* Early conciliation- before making an Employment Tribunal case. It is a voluntary service for both employers and employees, and a short application can be done online. Afterwards, ACAS calls within 2 days to discuss the claim. The claimant gets a reference number.

*Preparation before:* before accessing the early conciliation service, there is a need for full details of employee and employer

*Contact:* 0300 123 1100 - Advice line

Monday-Friday, 8am-8pm and Saturday, 9am-1pm

### **2) CAB – Citizen’s Advice**

Employment specialists

*Contact:* local CAB branch or CAB advice in children centre - mostly by appointment

## **Statutory payments** (sick pay, maternity pay)

### **HMRC Statutory pay dispute team**

*Preparation before:* need NINO, date commenced employment, weekly earnings, communication had with employer and evidence presented to employer

*Contact:* 01912255221

Room BP 2002  
Tynemouth House  
Benton Park Vue  
Long Benton  
Newcastle upon Tyne  
NE98 1ZZ

### **HMRC employees’ enquiry line**

Telephone: 0300 200 3500

*Online tools:*

- Holiday entitlement calculator: <https://www.gov.uk/calculate-your-holiday-entitlement>
- Maternity pay calculator: <https://www.gov.uk/calculate-your-maternity-pay>

### **Pay and working hours**

#### **Pay and Work Rights Helpline**

Free and confidential helpline with a free translation service available in over 100 languages

Telephone: 0800 917 2368  
Monday to Friday, 8am to 8pm  
Saturday, 9am to 1pm

#### **Minimum wage - investigation**

National min wage helpline:  
0800 917 2368

#### **Tax: Income tax and national insurance contributions (history, changes, questions etc.)**

**Tax Advice line**  
0300 200 3300

#### **HM Revenue & Customs**

**National Insurance Contributions & Employer Office Record Retrieval Service** - for personal/industrial injury claims

Only in writing at: Room BP8003, Tynemouth House, Benton Park View, Long Benton, NE98 1ZZ, together with a claim form (found online), name, DOB and NINO.

## **Action against employers**

### **A. Advice on legal action**

#### **1) ACAS - Advisory, Conciliation and Arbitration Service**

*Contact:* 0300 123 1100

Monday-Friday, 8am-8pm and Saturday, 9am-1pm

Before a formal legal claim and after all methods to solve the issue with the employer failed, it is best to contact ACAS, as they can help to reach a settlement through conciliation (see above)

#### **2) Law centres**

**Legal aid lawyers:** <http://find-legal-advice.justice.gov.uk/>

#### **3) Advice on Individual Rights on Europe (AIRE) Centre**

*Services:* promotes awareness of European law rights and assist marginalised individuals and those in vulnerable circumstances to assert those rights.

Takes cases to the European Court of Human Rights, provides legal advice to individuals directly

*Contact:* Third Floor, 17 Red Lion Square, London, WC1R 4QH 020 7831 4276

*Email:* info@airecentre.org

### **B. Legal action**

**Employment tribunals – claim online**