

# University of Nottingham UCU

## PROTOCOLS FOR DEALING WITH CASEWORK

**Needing support or advice normally means something has either happened to you or something that should have happened has not. UCU provides advice, support and representation for UCU members to assist in remedying, where possible, such events. The following protocols are those adopted by the University of Nottingham UCU concerning the provision of such advice and support.**

You must be an existing member of UCU to receive advice, support and representation. New members will not normally be offered full support and representation for issues that arose before or within 90 days of joining. This applies in particular to members who have joined as a result of a difficulty or problem at work, including members who have previously lapsed from membership and do not rejoin until they need assistance.

It is important that you maintain an appropriate level of confidentiality about your case, and do not discuss it widely. You are also asked not to discuss your case with another officer, rep or UCU committee member, as this could lead to a conflict of interest if other UCU members are involved.

UCU will for its part maintain strict confidentiality concerning your case at all times; this means a UCU officer/rep will only discuss aspects of the case with another UCU officer/rep as necessary (and without any names being mentioned) to meet the needs of the case. Should the officer/rep require additional support from either the Regional office or Head Office you will be informed of that fact.

The role of the UCU officer/rep is to provide you with advice, support and where agreed, representation. You should work with the named officer/rep at all times in respect of your issue.

You will be kept fully informed of the process and progress of the issue: no action will be taken on your behalf without your agreement.

You will be given contact information for your UCU officer/rep. It is important that you understand that officers/ reps also have a 'day' job and therefore if you do not hear back immediately please be patient: the officer/rep will return your call/email.

Unless agreed with the officer/rep you should not expect to receive communications outside of the normal working day.

Should you have a problem with the advice or support you receive please contact the President of the Branch.

You should endeavour to work closely with the nominated officer/rep, providing them with all relevant information when requested so that they are fully apprised of the issues.

In the event that you do not agree with the advice provided or the recommended course of action you should say so and explain why. You are not obliged to accept advice offered, but if you take actions which UCU believe are detrimental or harmful to you and or UCU we may refuse to continue to represent you. Similarly if you decide to use another organisation, or lawyer, UCU may withdraw support or representation.

UCU officers/ reps are not acting in a personal capacity but as officers/ reps of the union at all times. They have access to support and advice from both regional and national UCU which they will utilise if they believe it is necessary, whilst maintaining confidentiality.