

Survey of Employment Tribunal Applications 2013

Employer Questionnaire

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NOTE:

Variable names of SETA 2003 and 2008 questions are shown in red and are enclosed in square brackets at the end of each question. SETA 2008 only questions are also marked up with '2008' SETA 2013 only questions have '2013' after their variable name.

All 'Don't know' codes have a numeric answer code of -9 and all 'Refuse' codes have numeric answer code of -8.

ADDITIONAL VARIABLES CAPTURED BY CATI SOFTWARE INCLUDE:

- Date and time of interview
- Location of interview
- Postcode sector / county / other geographical identifier for survey respondent
- Duration of interview
- Number of attempts to gain interview

INTRODUCTION

Good morning/afternoon/evening, my name is.....from TNS BMRB. Please may I speak to <Employer Contact name>?

JOB TITLE OF RESPONDENT <Job title of respondent>

We are conducting an important survey on behalf of the Department for Business, Innovation and Skills. You should have received a letter about this recently. The survey is about your experience of a recent employment tribunal application. Please could you spare some time to answer the survey questions now?

INTERVIEWER NOTE- THE CASE WAS AGAINST <claimant names> - ONLY MENTION THIS IF NECESSARY, AND ONLY MENTION IT TO THE APPROPRIATE MEMBER OF STAFF (I.E. A MEMBER OF HR)

IF NECESSARY: The case was completed between January 2012 and January 2013

IF NECESSARY: The survey is very important, as it will tell us about people's experiences of the employment tribunal system and help find ways of making improvements to the system in the future.

Thank you for agreeing to participate in this study. Everything you say will be treated in the strictest confidence and no individuals or organisations will be identifiable in the results of this study.

MODULE A: CHARACTERISTICS OF PARTIES

SCREENING & ETHOS CHECKS

INTERVIEWER: READ OUT

“Thank you for agreeing to participate in this study. Everything you say will be treated in the strictest confidence and no individuals or organisations will be identifiable in the results of this study?”

CONFIRM NAMES OF PARTIES

{ALL}

A1. Can I confirm that [CLAIMANT NAME] registered an Employment Tribunal Application against [EMPLOYER ORGANISATION NAME]? [EQA111-EQA114]

INTERVIEWER:

- CONFIRM CLAIMANT AND EMPLOYER NAMES.
- CHECK EMPLOYER ORGANISATION IS TRADING UNDER SAME NAME
- CHOOSE CODE 2 TO ENTER A DIFFERENT OR SHORTENED VERSION OF EMPLOYER NAME, AGREED WITH RESPONDENT, IF APPROPRIATE
- IF EITHER NAME IS INCORRECT, CHOOSE CODE 4 TO TERMINATE THE INTERVIEW (UNLESS ORGANISATION IS TRADING UNDER A DIFFERENT NAME BUT IS CLEARLY THE SAME ORGANISATION)

1. Names confirmed - CONTINUE WITH INTERVIEW
2. MODIFY EMPLOYER NAME
3. MODIFY claimant NAME
4. One or both names incorrect - TERMINATE INTERVIEW

{IF A1 = MODIFY EMPLOYER NAME THEN ASK: qa11x}

qa11x EMPLOYER NAME IS GIVEN AS [EMPLOYER ORGANISATION NAME].

AGREE WITH RESPONDENT A SHORTER OR ALTERNATE VERSION OF THIS (TO BE USED IN LATER QUESTIONS)

TYPE IN

NB. THIS IS THE ORGANISATION THAT THE RESPONDENT BROUGHT AN EMPLOYMENT TRIBUNAL APPLICATION AGAINST

{IF A11 = MODIFY claimant NAME THEN ASK: Qa11e}

Qa11e CLAIMANT NAME IS GIVEN AS [CLAIMANT NAME]

Employer Questionnaire

AGREE WITH RESPONDENT A SHORTER OR ALTERNATE VERSION OF THIS (TO BE USED IN LATER QUESTIONS)

TYPE IN

{IF A1 = One or both names incorrect - TERMINATE INTERVIEW - Termination with data (Quit)}

In that case I'm sorry to have bothered you.

THANK AND CLOSE

CHECK NO POSSIBILITY OF APPEAL

{ALL}

A2. Can you confirm that this case brought by [CLAIMANT] has now been completed, or are you awaiting the outcome of an appeal? [CQA12]

INTERVIEWER NOTE:

- AN APPEAL MAY BE A REQUEST FOR A REVIEW OF THE DECISION OR AN APPEAL MADE TO THE EMPLOYMENT APPEAL TRIBUNAL
- A CASE IS COMPLETE EVEN IF ANY AWARD/COSTS ORDERED BY THE TRIBUNAL HAVE NOT YET BEEN PAID/ACTIONED

1. Complete - CONTINUE
2. Appeal – CLOSE

{IF A2 = Appeal - TERMINATE INTERVIEW - Termination with data (Quit)}

In that case I don't need to ask you any more questions.

THANK AND CLOSE

INTERVIEWEE JOB TITLE

{ALL}

A3. What is your job title? [SOC2010EMP / SOC2010EMPB]
[PROBE]: What are the main activities expected of you in this job?"

INTERVIEWER: RECORD ANSWER / CODE TO SOC 2000

ESTABLISH LEVEL OF PERSONAL RESPONSIBILITY FOR DEALING WITH THE CASE

{ALL}

Employer Questionnaire

A4. Are you responsible for dealing with Employment Tribunal cases in this organisation? [EQA12B]

1. Yes
2. No

{ALL}

A5. Were you responsible for dealing with this particular case? [EQA12C]
[PROBE] {IF SOMEONE ELSE IN THE ORGANISATION WAS ALSO RESPONSIBLE} Were you both involved in this case and responsible for making some decisions during the case?

1. Yes
2. No

INTERVIEWER CHECK: IF NOT PERSONALLY RESPONSIBLE FOR DEALING WITH THIS CASE, THEN, IS THERE A MANAGER / SENIOR PERSON IN THE ORGANISATION WHO HAD MORE DEALINGS WITH THIS PARTICULAR CASE WHO WE SHOULD BE TALKING TO? WE ARE LOOKING FOR PEOPLE WITH HIGH LEVEL RESPONSIBILITY FOR HANDLING THIS CASE. THIS WOULD ALSO MEAN THEY WERE INVOLVED IN THE CASE IN A DECISION-MAKING CAPACITY.

NOTE: IF INTERVIEWEE HAD BEEN PERSONALLY INVOLVED IN DEALING WITH THIS CASE, THEN THEY WILL BE ASKED CERTAIN EVALUATION QUESTIONS ABOUT THE CASE.

IF NO PERSONAL RESPONSIBILITY THEN INTERVIEWEE WILL SKIP MANY OF THE EVALUATION QUESTIONS. PLEASE EXPLAIN TO THE RESPONDENT THAT WE WOULD STILL LIKE TO SPEAK TO THEM ABOUT THEIR COMPANY'S EXPERIENCES OF EMPLOYMENT TRIBUNALS AND THEY WILL RECEIVE A SHORTENED INTERVIEW.

CHECK INTRODUCTORY LETTER

{ALL}

A6. Did you receive a letter from the Department for Business, Innovation and Skills explaining the aims of this survey? [CQA13]

1. Yes – received letter
2. No – but ok to continue
3. No – but send email

INTERVIEWER – IF NO LETTER RECEIVED AND WILL NOT CONTINUE WITHOUT INTRODUCTION LETTER THEN OFFER TO EMAIL THE LETTER

CHECK JURISDICTION

{ALL}

- A7. Our records show that [CLAIMANT] made an application to the employment tribunal concerning <JUR1>, is this correct? [CQA14]

NOTE: ALL CLAIMS IN MULTI-JURISDICTION CASES TO BE LISTED ON SCREEN

INTERVIEWER: NOTE THAT THE APPLICATION MAY INVOLVE OTHER CLAIMS, IN ADDITION TO THIS ONE (OTHER CLAIMS RECORDED IN SAMPLE ARE LISTED BELOW)

INTERVIEWER: IF 'NO', CHECK OTHER CLAIMS IN CASE (IF ANY). CODE NO AND EXIT INTERVIEW ONLY IF ETHOS CASE DATA APPEARS TOTALLY INCORRECT.

1. Yes - CONTINUE
2. No - CLOSE

SUBJECTIVE ACCOUNT OF REASON FOR APPLICATION

{ALL}

- A8. Can you sum up in a few words why [CLAIMANT] brought this application? I only need a brief summary, how would you sum this up in one sentence? [CQA14B]

RECORD

Don't know

CHECK SETA CASE OUTCOME

INTERVIEWER READ OUT:

"I'd now like to ask you how the case was resolved."

INTERVIEWER: EXPLAIN TERMS IF NECESSARY USING CRIB SHEET PROVIDED

{FILTER: ETHOS OUTCOME = CLAIMANT UNSUCCESSFUL}

- A9. Our records show that the case went to a full tribunal hearing and was decided in your favour. Is this correct? [CQA110A]

1. Yes
2. No

Employer Questionnaire

{FILTER: ETHOS OUTCOME = CLAIMANT SUCCESSFUL}

A10. Our records show that the case went to a full tribunal hearing and was decided in favour of [CLAIMANT] Is this correct? [CQA110B]

1. Yes
2. No

{FILTER: ETHOS OUTCOME = SETTLED}

A11. Our records show that you SETTLED with [CLAIMANT] for a sum of money or something else, such as an apology, a reference, or an offer of employment rather than the case being decided at a full tribunal hearing. Is this correct?

INTERVIEWER NOTE: IN SOME CASES THE SETTLEMENT MAY TAKE PLACE ON THE DAY OF THE HEARING BEFORE THE HEARING OFFICIALLY TAKES PLACE. IF THIS IS THE CASE, CODE 1. [CQA110C]

1. Yes
2. No

{FILTER: ETHOS OUTCOME = DISMISSED AT HEARING/DISPOSED OF/OTHER}

A12 Our records show that this case was dismissed by the Employment Tribunal Service by letter or at a case review hearing of some kind. Is this correct? [CQA110D]

1. Yes
2. No

{FILTER: ETHOS OUTCOME = CLAIMANT SUCCESSFUL VIA DEFAULT JUDGEMENT}

A12b. Our records show that a default judgement in favour of [CLAIMANT] was applied to the case. Is this correct? [CQA110K] 2013

IF NECESSARY EXPLAIN THAT A DEFAULT JUDGEMENT IS GENERALLY WHERE THE EMPLOYER FAILS TO RESPOND TO THE EMPLOYMENT TRIBUNAL SERVICE ABOUT THE CLAIM OR DOES NOT OBJECT TO THE CLAIM, AND THEREFORE THE CLAIM IS AWARDED IN THE EMPLOYEE'S FAVOUR.

1. Yes
2. No

{FILTER: IF 'NO' AT A12b}

A12c. And can I check, was the case awarded in [CLAIMANT]'s favour because [ORGANISATION] failed to respond to the Employment Tribunal Service about your claim or [ORGANISATION] did not object to the claim? [CQA110M] 2013

1. Yes
2. No

{FILTER: ETHOS OUTCOME = CLAIMANT UNSUCCESSFUL VIA DEFAULT JUDGEMENT}

A12d. Our records show that a default judgement in your favour was applied to the case. Is this correct? [CQA110N] 2013

1. Yes
2. No

{FILTER: ETHOS OUTCOME = WITHDRAWN}

A13. Did you SETTLE with [CLAIMANT] for a sum of money or something else, such as an apology, a reference, or an offer of employment rather than the case being decided at a full tribunal hearing ? [CQA110F]

INTERVIEWER: IF YES, PROBE TO CHECK THAT SOMETHING WAS RECEIVED BY THE CLAIMANT. IF NOT, CODE NO.

1. Yes
2. No

{FILTER: IF 'NO' AT A13}

A14. Did [CLAIMANT] decide to withdraw or drop the case at some point rather than go to a tribunal? By this I mean that [CLAIMANT] withdrew the case without receiving any money or anything else such as an apology or a reference? [CQA110G]

INTERVIEWER: IF YES, PROBE TO CHECK THAT THE CLAIMANT DID NOT RECEIVE ANY MONEY, AN APOLOGY OR ANYTHING ELSE FROM THE EMPLOYER IN RETURN FOR WITHDRAWING THE CASE. IF ANYTHING RECEIVED THEN CODE NO.

1. Yes
2. No

Employer Questionnaire

{FILTER: DISAGREEMENT BETWEEN ETHOS OUTCOME /SUBJECTIVEOUTCOME - A9=2 OR A10=2 OR A11=2 OR A12=2 OR A12c=2 OR A12D=2 OR (A13=2 & A14=2) }

A15 I'm going to read out the different ways in which Employment Tribunal applications can be resolved. Please tell me which best describes what happened in this case. [QA110H]

ALLOW RESPONDENT TIME TO RESPOND TO EACH OPTION BEFORE READING NEXT ONE

1. You SETTLED with [CLAIMANT] for a sum of money or something else, such as an apology, a reference, or an offer of employment rather than the case being decided at a full tribunal hearing
2. [CLAIMANT] decided to withdraw or drop the case at some point rather than go to a tribunal. By this I mean that [CLAIMANT] withdrew the case without receiving any money or anything else such as an apology or a reference
3. The case went to a full tribunal hearing and was decided in your favour
4. The case went to a full tribunal hearing and was decided in favour of [CLAIMANT]
5. the case was dismissed by the Employment Tribunal Service by letter or at a case review hearing of some kind
6. A default judgement in favour of [CLAIMANT] was applied to your case
7. None of the above
Don't know

{FILTER: CODE 6 OR 7 OR 8 AT A 15 OR CODE 1 AT A12B OR CODE 1 AT A12C OR CODE 1 AT A12D}

A16. Can I check, did this case go to a full tribunal hearing? [CQA110I]

1. Yes
2. No
Don't know

{FILTER: CODE 7 AT A 15}

A17. Please could you describe how this case was resolved? [CQA110J]

INTERVIEWER: RECORD REPLY

Don't know

CLAIMANT DEMOGRAPHICS

{ALL}

A18. Was [CLAIMANT]...READ OUT [CQA21]

1. Male
2. Female

Refused

{ALL}

A19. To the best of your knowledge how old was [CLAIMANT] when he/she made his/her application for an employment tribunal? [CQA22]

INTERVIEWER: RECORD AGE

{FILTER: DON'T KNOW AT AGE QUESTION}

A20. Please can you tell us in what age group [CLAIMANT] was in when he/she made his/her application? READ OUT [CQA22B]

1. 16 to 19
 2. 20 to 24
 3. 25 to 34
 4. 35 to 44
 5. 45 to 54
 6. 55 to 64
 7. 65 and over
- Refused

EMPLOYMENT CHARACTERISTICS

{ALL}

A21. Can I check, did [CLAIMANT] work for the organisation or was he/she applying for a job with you? [CQA32]

1. Worked for them
2. Job Claimant
3. Other (specify)

{ALL}

A22. And does [CLAIMANT] work for the organisation now? [CQA32B]

1. Yes
2. No

{FILTER: IF FORMER WORKER – CODE 2 AT A22}

A23. Did [CLAIMANT] leave before or after putting in the Employment Tribunal application? [CQA45]

1. Before
2. After

Don't Know

{FILTER: IF LEFT AFTER PUTTING IN ET1 – CODE 2 AT A23}

A24. Did [CLAIMANT] leave before or after the case was finished? [CQA45B]

1. Before
2. After
- Don't Know

EMPLOYER CHARACTERISTICS

{ALL}

INTERVIEWER READ OUT:

“I would now like to ask you about the organisation at the time [CLAIMANT] brought this Employment tribunal application”

{ALL}

A25. Was the organisation a private sector organisation, a public sector body or a non-profit or voluntary organisation? [CQA313]

INTERVIEWER IF RESPONDENT IS NOT SURE PROMPT WITH EXAMPLES IF NECESSARY:

1. Private sector: such as a limited company or PLC
2. Public sector: such as local government, central government, civil service, NHS, police
3. Non-profit: such as a charity or something in the voluntary sector
- Don't Know

{FILTER IF PRIVATE SECTOR – CODE 1 AT A25}

A26. Was the organisation...READ OUT [EQA314]

1. A Public limited company (e.g. PLC, Ltd)
2. Private limited company
3. A partnership, or
4. Owned by a sole proprietor?
5. ...Or would you describe it in some other way?
- Don't Know

{ALL}

Employer Questionnaire

- A27. And what did the organisation mainly make or do at the workplace [CLAIMANT] [TEXT FILL: WORKED AT / APPLIED TO WORK AT]¹? [CQA33C] [SIC2010 / SICGP/ SICGP2]

TYPE IN: DESCRIBE FULLY. PROBE MANUFACTURING OR PROCESSING OR DISTRIBUTING ETC. AND MAIN GOOD PRODUCED, MATERIALS USED, WHOLESALE, RETAIL, ETC

Don't Know

{ALL}

- A28. At the time [CLAIMANT] brought this application did the organisation have a single workplace in the UK or more than one workplace in the UK? [CQA310]

1. Single workplace in UK
2. More than one workplace in UK

{ALL}

- A30. To the best of your knowledge how many people were working at or from the **workplace** [CLAIMANT] [TEXT FILL: WAS AT / WAS APPLYING TO? Please include all contracted, non-contracted, agency, freelance and temp workers. [CQA311]

INTERVIEWER: PROBE FOR BEST GUESS ON BELOW 25 OR BELOW 50 WORKERS

IF CLAIMANT DID NOT WORK FROM ONE MAIN SITE THEN PROBE FOR THE NUMBER OF PEOPLE WORKING AT THE SITE THE CLAIMANT MAINLY REPORTED TO.

1. 1-9
 2. 10-19
 3. 20-24
 4. 25-49
 5. 50 - 99
 6. 100-249
 7. 250-499
 8. 500+
 9. Don't know but less than 25
 10. Don't know but between 25 and 49
 11. Don't know but 50 or more
- Don't Know

{FILTER: IF CODE 2 AT A28}

¹ If claimant worked for employer at A21, the first part of the text fill will appear. If claimant was a job applicant the second part of the text fill will appear. Remaining similar text fills in this section at set in the same way.

Employer Questionnaire

- A31. And how many people worked for the whole organisation in the UK? Please include all contracted, non-contracted, agency, freelance and temp workers. [EQA312]

INTERVIEWER: PROBE FOR BEST GUESS ON BELOW 25 OR BELOW 50 WORKERS

1. 1-9
 2. 10-19
 3. 20-24
 4. 25-49
 5. 50 - 99
 6. 100-249
 7. 250-499
 8. 500+
 9. Don't know but less than 25
 10. Don't know but less than 50
 11. Don't know but 50 or more
- Don't Know

{ALL}

- A32. Does this organisation have an internal Human Resources or Personnel Department that deals with personnel issues? [EQA312B]

1. Yes
 2. No
- Don't know

{FILTER: IF NO AT A32}

- A33. Is there one main person or a few people that deal with personnel issues? Would you say... [EQA312C]

INTERVIEWER: READ OUT AND CODE ONE ONLY

1. One main person deals with personnel issues
 2. A few people deal with personnel issues
 3. Personnel issues are dealt with as they arise by different people
 4. Some other arrangement
- Don't Know

{ALL}

- A34. Does the organisation use an external person or company for Human Resources or Personnel issues? [EQA312D]

1. Yes
 2. No
- Don't know

{ALL}

A35. Does the organisation have an internal legal department that deals with any personnel or employment issues, for example relating to employment tribunal applications? [EQA312E]

INTERVIEWER: IF YES: PROBE TO MAKE SURE THAT THIS IS AN INTERNAL LEGAL DEPARTMENT (BASED AT THE ORGANISATION) RATHER THAN AN EXTERNAL SOLICITOR THAT THE EMPLOYER USES.

1. Yes
 2. No
- Don't know

TENURE

{FILTER: CURRENT AND FORMER WORKERS ONLY = CODE 1 AT A21}

A36. How long had [CLAIMANT] worked for [EMPLOYER] before he/she applied for an Employment Tribunal? [CQA34 / CBA34]

INTERVIEWER: RECORD YEARS / MONTHS [IF LESS THAN 5 YEARS]

1. ANSWER IN YEARS
 2. ANSWER IN MONTHS
- Don't Know

{IF A36= ANSWER IN YEARS }

A36b. ENTER LENGTH OF EMPLOYMENT IN YEARS [CQA34Y]

IF DK, GO BACK TO PREVIOUS SCREEN AND CODE DK THERE

{IF A36 = ANSWER IN MONTHS}

A36c. ENTER LENGTH OF EMPLOYMENT IN MONTHS [CQA34M]

IF DK, GO BACK TO PREVIOUS SCREEN AND CODE DK THERE

IF MORE THAN 60 MONTHS (5 YEARS), GO BACK AND CODE ANSWER IN YEARS

JOB TITLE / OCCUPATION (SOC)

{ALL}

A38. [TEXTFILL: What was [CLAIMANTS] (main) job/ What would [CLAIMANTS] (main) job have been] that is the job related to the Employment tribunal application? [CQA33B] [SOC2010CLAIM / SOC10CLAIMB]

INTERVIEWER: RECORD ANSWER

Don't Know

{ALL}

A38a What [TEXTFILL: did/would] [CLAIMANT] mainly [TEXTFILL: do/have done] in the job? [CQA33D] 2013

INTERVIEWER: CHECK ANY SPECIAL QUALIFICATIONS /TRAINING NEEDED TO DO THE JOB.

RECORD ANSWER

Don't Know

{FILTER: CURRENT AND FORMER WORKERS ONLY = CODE 1 AT A21}

A39. In [CLAIMANT]'s job, did he/she have formal responsibility for supervising the work of other employees?

CODE ONE ONLY [CQA33C]

DO NOT INCLUDE PEOPLE WHO ONLY SUPERVISE:
CHILDREN, E.G. TEACHERS, NANNIES, CHILDMINDERS, ANIMALS
SECURITY OR BUILDINGS, E.G. CARETAKERS, SECURITY GUARDS

1. Yes
 2. No
- Don't know

WORKING TIME

{FILTER: CURRENT AND FORMER WORKERS ONLY = CODE 1 AT A21}

A40. Was this job...READ OUT [CQA35]

1. Full-time, that is 30 or more contracted hours per week
2. Part-time, that is less than 30 contracted hours per week

Employer Questionnaire

3. Or did the hours depend on the availability of work or whether [CLAIMANT] was contacted by the organisation?
Don't Know

{FILTER: CURRENT AND FORMER WORKERS ONLY = CODE 1 AT A21}

- A41. How many hours per week did [CLAIMANT] usually work, including any paid or unpaid overtime? [CQA36 / CBA36]

INTERVIEWER: RECORD HOURS PER WEEK

Don't Know

{FILTER: CURRENT AND FORMER WORKERS ONLY = CODE 1 AT A21}

- A42. Was this job a permanent job or was there some way that it was not permanent?
[CQA36B]

1. Permanent
2. Temporary/Not permanent
- Don't Know

{FILTER: IF NOT PERMANENT – CODE 2 AT A42}

- A43. In what way was the job not permanent, was it. ... [CQA36C1 – CQA36C11]

INTERVIEWER: READ OUT AND CODE ALL THAT APPLY

1. working for an employment agency
2. casual type of work
3. seasonal work
4. done under contract for a fixed period or for a fixed task
5. Or was there some other way that it was not permanent? (SPECIFY)
- Don't Know

GROSS PAY BEFORE DEDUCTIONS

{FILTER: CURRENT AND FORMER WORKERS ONLY = CODE 1 AT A21}

- A45. We would like to ask you about the pay for this job. Would you like to answer this question weekly, monthly or annually? [CQA38 / CQA38A / CBA38]

INTERVIEWER: CODE WHICH PERIOD WOULD LIKE TO ANSWER IN.

IF NO USUAL PAY, RECORD PERIOD PAY LAST RECEIVED IN.

IF RESPONDENT IS UNSURE, PROBE FOR BEST ESTIMATE. IF STILL UNSURE, PROBE FOR BEST ESTIMATE BASED ON OCCUPATION OF CLAIMANT.

1. Weekly
 2. Monthly
 3. Annually
- Don't Know
Refused

{FILTER: PERIOD RECORDED}

A46. What was the pay for this job before any deductions for tax, national insurance and so on?

[CQA39]

INTERVIEWER: RECORD AMOUNT

Don't Know
Refused

{FILTER: IF CODED MORE THAN: (£9,999 PER WEEK) OR (£9,999 PER MONTH) OR (999,999 PER YEAR) AT A45/A46}

A46CK1. INTERVIEWER YOU HAVE ENTERED THAT [CLAIMANT]'S GROSS PAY IS £ [GROSS PAY AMOUNT] PER [PERIOD]. PLEASE CHECK WITH THEM THAT THIS IS CORRECT [CQA39CK1] 2013

1. Yes – this is correct
2. No – this is not correct {Route back to A45}

{FILTER: IF CODED LESS THAN: (£11 PER WEEK) OR (£101 PER MONTH) OR (1001 PER YEAR) AT A45/A46}

A46CK2. INTERVIEWER YOU HAVE ENTERED THAT [CLAIMANT]'S GROSS PAY IS £ [GROSS PAY AMOUNT] PER [PERIOD]. PLEASE CHECK WITH THEM THAT THIS IS CORRECT [CQA39CK2] 2013

1. Yes – this is correct
2. No – this is not correct {Route back to A45}

{FILTER: PAY NOT RECORDED – REFUSED OR DON'T KNOW AT A45 OR REFUSED OR DON'T KNOW AT A46}

A46B. Could you tell me which of these bands their gross pay for their job, that is the pay before any deductions, fell into per year? [CQA39C] 2013

1. Under £10,000
2. £10,000 - £14,999

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3. £15,000 - £19,999
 4. £20,000 - £24,999
 5. £25,000 - £29,999
 6. £30,000 - £39,999
 7. £40,000 or over
- Don't Know
Refused

{FILTER: CURRENT AND FORMER WORKERS ONLY = CODE 1 AT A21}

A47. Was [CLAIMANT] paid directly by your organisation or through an employment agency or some other party? [CQA39B]

1. Directly by organisation
 2. Through employment agency
 3. Through some other party (Specify)
- Don't Know

WRITTEN STATEMENT

{FILTER: CURRENT AND FORMER WORKERS ONLY = CODE 1 AT A21}

A48. Did your organisation provide [CLAIMANT] with a **written** statement of his/her terms and conditions of employment when he/she joined you? [CQA319]

1. Yes
 2. No
- Don't Know

TRADE UNION PRESENCE

{FILTER: CURRENT AND FORMER EMPLOYEES ONLY = CODE 1 AT A21}

A49. Were there ANY trade unions or staff-associations active at the workplace? [CQA315]

1. Yes
 2. No
- Don't Know

MODULE B: PREVIOUS ET APPLICATIONS

{ALL}

B1. Before this case have you personally **ever** had to deal with an application to an Employment Tribunal? [CQB1]

1. Yes
2. No

{ALL}

B2. **Excluding** [CLAIMANT]'s case, how many Employment Tribunal cases has **the organisation** been involved in over the last **2 years**? [EQB12/EBB12]

INTERVIEWER: RECORD NUMBER. ACCEPT ESTIMATE.

Don't Know

{FILTER: IF UNABLE TO GIVE EXACT NUMBER OF EMPLOYMENT TRIBUNALS CASES}

B3. What would be your best estimate? [EQB13] 2008

INTERVIEWER: READ OUT IF NECESSARY. READ NEAREST CODES ONLY IF RANGE VOLUNTEERED

1. One other case
 2. Two to three cases
 3. Four to five cases
 4. Between six and ten cases
 5. Between eleven and twenty cases
 6. Between twenty-one and fifty cases
 7. More than fifty cases
- Don't know

MODULE C: CHARACTERISTICS OF THE DISPUTE

DETAILS OF JOB SEPARATION

{FILTER: FORMER EMPLOYEES ONLY CODE 2 AT A22}

- C1. Can I check, why did the [CLAIMANT] leave? Was he/she dismissed, made redundant, left without resigning or leave for some other reason? [CQC11 – CQC121]
{IF OTHER} Why did he/she leave?

INTERVIEWER: READ OUT AND CODE ALL THAT APPLY.

1. Dismissed
 2. Made redundant / "Laid off"
 3. Resigned
 4. Left without resigning / "Walked out"
 5. Took early retirement
 6. Retired at the normal age for that job
 7. Retired at age 65 or over
 8. Extension of retirement age that came to an end
 9. Retired due to ill health
 10. Gave up work for health or disability reasons (not retired)
 11. Temporary contract that came to an end
 12. Left to have a baby
 13. Left to look after children/childcare problems
 14. Left to look after elderly relative
 15. Some other reason
- Don't Know

{FILTER: IF NOT DISMISSED/MADE REDUNDANT- Codes 3,4,5,6,7,8,9,10,11,12, 13 or 14 at C1}

- C2. Was {CLAIMANT} told he/she had to leave or was it his/her decision to go?
PROBE: Was he/she told he/she HAD to leave? [CQC5]

1. Claimant was told he/she had to leave
 2. Claimant decided to leave
- Don't Know

{FILTER: Code 1 at C1}

- C3. What was the MAIN reason the organisation gave [CLAIMANT] as to why he/she was being dismissed? [CQC6]

INTERVIEWER: PROBE AND RECORD ONLY MAIN REASON

- 1 Poor performance

Employer Questionnaire

- 2 Lack of qualifications
- 3 Prolonged ill health
- 4 Unsatisfactory attendance record
- 5 Misconduct/Misbehaviour (e.g. Dishonesty, theft, violent or threatening behaviour, disobedience, rule breaking, etc.)
- 6 Illegality (organisation would be breaking the law if they continued to employ them)
- 7 Other (Specify)
- 8 No reason given
Don't Know

{FILTER: FORMER EMPLOYEE **AND** IF DISMISSED / MADE REDUNDANT/LAID OFF}

- C4. Was [CLAIMANT] given **any** prior warning that he/she might be [DISMISSED / MADE REDUNDANT]? [CQC3]

{IF WARNING GIVEN} Was this warning given verbally, in writing, or both?

1. No warning
2. Verbal warning
3. Written warning
4. Both
Don't Know

MODULE D: EVENTS LEADING TO THE APPLICATION

INTERVIEWER - READ OUT

“You told me earlier why [CLAIMANT] put in an application for an Employment Tribunal against the organisation. For the next few questions, please tell me only about things that happened **before** [CLAIMANT] put in his/her Employment Tribunal Application”

WRITTEN COMMUNICATION

{ALL}

D28 Could you tell me whether any of the following happened before the organisation received the Notice of Appearance (ET3) form from the Tribunals Service: **[CQD471-CQD475] 2013**

READ OUT AND CODE ALL THAT APPLY

IF QUERY ‘THIS ISSUE’, EXPLAIN: The issue that led to [CLAIMANT]’s employment tribunal application

1. Did [CLAIMANT], or anyone acting on his/her behalf, put his/her concerns about this issue in writing to the organisation
2. Did the organisation write to [CLAIMANT], or to anyone acting on his/her behalf about this issue
3. Did you or a manager at the organisation discuss the issue that led to the application with [CLAIMANT]
4. None of these (SINGLE CODED)
Don't Know

ORAL DISCUSSION

{FILTER: ASK IF D28= 3}

D3. Was this discussion face to face or by telephone? **[CQD2]**

1. Face-to-face
2. Telephone
3. Both
Don't Know

FORMAL MEETING

{FILTER: SOME FACE-TO-FACE DISCUSSION ABOUT DISPUTE} code 1 or 3 at D3}

Employer Questionnaire

- D5. Still thinking about the time **before** [CLAIMANT] put in his/her Employment Tribunal Application, was there a formal meeting where you or a manager or senior person at the organisation sat down together to discuss the issue that led to [CLAIMANT's] application? [CQD21]

{IF YES} Was there just one meeting with [CLAIMANT] before he/she put in his/her Employment Tribunal Application or more than one?

1. Yes – one meeting
2. Yes – more than one meeting
3. No
Don't Know

EMPLOYER PREFERENCE FOR WHO CAN ACCOMPANY EMPLOYEES

{ALL}

- D8. In grievance and disciplinary meetings, does the organisation normally allow workers to be accompanied by any of the following...READ OUT [EQD611 – EQD619]

INTERVIEWER: CODE ALL THAT APPLY

1. Trade Union representative /shop steward/Worker representative
2. Work colleague
3. Supervisor/ line manager / foreman
4. Solicitor or other legal representative
5. Friend or family member
6. Anyone else (Specify)
Don't Know

WRITTEN GRIEVANCE AND DISCIPLINARY PROCEDURES

{FILTER: CURRENT AND FORMER WORKERS ONLY = CODE 1 AT A21}

- D10. Did the organisation have a **written disciplinary procedure** outlining what would happen if they were not satisfied with the performance or behaviour of workers? PROBE AND CHECK WHETHER FORMAL PROCEDURES EXISTED, CODE 'NO' IF NO FORMAL WRITTEN PROCEDURES. [CQDA320]

1. Yes
2. No
Don't Know

Employer Questionnaire

{FILTER: CURRENT AND FORMER WORKERS ONLY = CODE 1 AT A21}

D11. And did the organisation have a **written grievance procedure** outlining what workers should do if they had a problem with their work, their manager or with another worker at the workplace? PROBE AND CHECK WHETHER FORMAL PROCEDURES EXISTED, CODE 'NO' IF NO FORMAL WRITTEN PROCEDURES. [CQDA321]

1. Yes
2. No
Don't Know

NOTE: IF YES TO EITHER THEN EMPLOYER HAD 'WRITTEN PROCEDURES' AS FAR AS REST OF SURVEY CONCERNED.

{FILTER: PERSONAL RESPONSIBILITY FOR DEALING WITH THE CASE (A5=1) AND ANY WRITTEN PROCEDURES code 1 at either D10 or D11}

D12. Did the organisation follow these written (disciplinary/grievance/disciplinary or grievance) procedures before {CLAIMANT} put in his/her application for an employment tribunal? [CQD9]

{FILTER: IF YES} All the way or part of the way?

1. Yes, all the way through
2. Yes, part of the way
3. Yes, but don't know whether all/part of the way
4. No, not at all
Don't Know

EMPLOYER INFORMED BEFORE ET APPLICATION

{ALL}

D14. Before putting in his/her claim for an Employment Tribunal, did [CLAIMANT] inform you or the organisation that he/she was going to apply for an Employment Tribunal? [CQD101 – CQD107]

{IF YES} How did he/she inform you?

1. No, no warning
2. Face-to face (verbal)
3. By telephone (verbal)
4. In writing (letter, fax, email)

- 5. Other (specify)
Don't Know

MODULE E: PATTERNS OF ADVICE AND REPRESENTATION

INTERVIEWER - READ OUT

“I would like to ask you about any advice, guidance or other assistance you received with this Employment Tribunal Case.”

APPLICATION FORM

{ALL}

E1. Who was responsible for completing the Notice of Appearance form (the ‘ET3’)? Was it you, someone else in the organisation, or someone outside the organisation? [EQE11]

1. Interviewee
2. Someone else in organisation
3. Someone outside organisation
- Don't Know

NOTE: EMPLOYER RESPONDENT FORM IS CALLED “ET3”

{FILTER: IF SOMEONE ELSE IN ORGANISATION COMPLETED ET3 – E1=2}

E2. Who completed the form within the organisation? [EQE12]
{PROBE} What was their job title?

1. Owner
2. Senior or General manager
3. Legal specialist in company / Company lawyer
4. Personnel or human resources specialist
5. Accountant or company operator
- Someone else in organisation
- Don't Know

{FILTER: IF SOMEONE ELSE OUTSIDE ORGANISATION COMPLETED ET3- E1=3}

E3. Who completed the form for the organisation? [EQE13]
{PROBE} What was their job title or their relationship to you?

1. Family or friend
2. Employers' Association / Trade Association
3. Employment Rights Advisor / Employment Consultant
4. Solicitor, Barrister or some other kind of lawyer
5. Other (specify)
- Don't Know

REPRESENTATIVE

{ALL}

E4. On the Notification (of Appearance) **form**, there is the option to name a representative to handle the case on the organisation's behalf. Was a representative named or was this left blank? [CQE3]

1. Representative named
2. No representative named
Don't Know

{FILTER: IF CODE 1 AT E4

E7. Who was named as the organisation's representative? [CQE4]

PROMPT: What was their job title or their relationship to you?

INTERVIEWER: DO NOT USE CODE 7 FOR FAMILY/FRIENDS ACTING IN A PROFESSIONAL CAPACITY (E.G. AS A LAWYER)

1. Owner / Senior Manager / General Manager
2. Personnel or human resources specialist
3. Legal specialist in company / Company lawyer
4. Employers' Association / Trade Association
5. Employment Rights Advisor / Employment Consultant
6. Solicitor, Barrister or some other kind of lawyer
7. Family or Friend
8. Someone else in organisation
9. Someone else outside organisation (specify)
Don't Know

EXPECTED OUTCOME

{ALL}

E7a. At the time [CLAIMANT] put in his/her employment tribunal application, what was he/she hoping to achieve by bringing the application? Was he/she hoping to get money and/or something else? [CQE151-CQE1515] 2008

INTERVIEWER READ OUT: Include both what was formally stated in the application form and what you felt the [CLAIMANT] was hoping to achieve, if different.

INTERVIEWER: CODE ALL THAT APPLY

1. Money
2. Other
Don't Know

{FILTER: IF CODE 1 (MONEY) AT E7a}

E7b. What was the maximum amount of money, if any, that you might have been prepared to settle for at the very start of the case? [EQE16] 2008

INTERVIEWER NOTE: RECORD AS '0' IF EMPLOYER WAS NOT PREPARED TO SETTLE FOR ANY AMOUNT OF MONEY.

INTERVIEWER: RECORD AMOUNT. ACCEPT ESTIMATE.

Don't Know
Refused

RESPONSIBILITY FOR HANDLING CASE ON DAY-TO-DAY BASIS

{ALL}

INTERVIEWER READ OUT:

"I'd now like to ask you about any advice, guidance or other assistance you received **after** [CLAIMANT] put in his/her Employment Tribunal Application"

E8. Did anyone help you with the day-to-day handling of this case, for example, handling paperwork, answering letters, dealing with the Employment Tribunal Service, dealing with [CLAIMANT] and so on. Please do not include any assistance you may have had from Acas

[PROMPT IF NECESSARY] This may have been the person who was nominated on the Notice of Appearance form or who completed the form.[CQE5]

1. Yes
2. No
Don't Know

{FILTER: IF HAD HELP WITH DAY-TO-DAY HANDLING AT E8}

E9. Who helped you with the day-to-day handling of this case? [CQE5C01 – CQE5C24]

{IF CODE 1 AT E4: PROBE TO ESTABLISH WHETHER SAME PERSON AS NOMINATED ON THE NOTICE OF APPEARANCE FORM. IF SO, USE CODE 1}

INTERVIEWER: CODE ALL THAT APPLY. DO NOT USE CODE 8 FOR FAMILY/FRIENDS ACTING IN A PROFESSIONAL CAPACITY (E.G. AS A LAWYER)

Employer Questionnaire

1. {IF CODE 1 AT E4: Person nominated on the notice of appearance form}
2. Owner / Senior Manager / General Manager
3. Personnel or human resources specialist
4. Legal specialist in company / Company lawyer
5. Employers' Association / Trade Association
6. Employment Rights Advisor / Employment Consultant
7. Solicitor, Barrister or some other kind of lawyer
8. Family or Friend
9. Someone else in organisation
Someone else outside organisation (specify)
Don't Know

{FILTER: MORE THAN ONE SOURCE OF HELP AT E9}

- E10. Who would you say helped you most with the day-to-day handling of this case?
[CQE5C2]

INTERVIEWER: CODE ONE ONLY. CODE LIST – THOSE CODED AT E9

{FILTER: IF 1 AT E8} INTERVIEWER READ OUT: From now on, I will refer to <INSERT MAIN REP FROM E9 OR E10> as your representative

{FILTER: CASE INVOLVED DECISION AT TRIBUNAL (A9 = 1 OR A10 = 1 OR A15 = 3 OR 4 OR A16 = 1)}

- E12. Did anyone represent the organisation at the full tribunal hearing, that is, to speak on the organisation's behalf and present the case? [CQE5C3]

1. Yes
2. No
Don't Know

{FILTER: IF REPRESENTED AT HEARING – CODE 1 AT E12}

- E13. Who represented the organisation at the hearing? PROMPT TO PRECODE AND CODE ONE ONLY

{IF CODE 1 AT E4: PROBE TO ESTABLISH WHETHER SAME PERSON AS NOMINATED ON THE NOTICE OF APPEARANCE FORM. IF SO, USE CODE 1}

{IF CODES 2-8 AT E9: PROBE TO ESTABLISH WHETHER SAME PERSON AS HELPED WITH DAY-TO-DAY HANDLING. IF SO, USE CODE 2}

Employer Questionnaire

INTERVIEWER: DO NOT USE CODE 9 FOR FAMILY/FRIENDS ACTING IN A PROFESSIONAL CAPACITY (E.G. AS A LAWYER)

[CQE5E]

1. {IF CODE 1 AT E4: Person nominated on the notice of appearance form}
2. {IF CODES 2-8 AT E9: Person who helped with day-to-day handling of case}
3. Owner / Senior Manager / General Manager
4. Personnel or human resources specialist
5. Legal specialist in company / Company lawyer
6. Employers' Association / Trade Association
7. Employment Rights Advisor / Employment Consultant
8. Solicitor, Barrister or some other kind of lawyer
9. Family or Friend
10. Someone else in organisation
Someone else outside organisation (specify)
Don't Know

MAIN ADVISOR

{ALL}

E14. Did you go to anyone {IF DAY-TO-DAY REP – CODE 1 AT E8 OR REP AT HEARING – CODE 1 AT E12: else} for advice and guidance after [CLAIMANT] put in the application? Again, please do not include Acas. [CQE5C4]

1. Yes
2. No
Don't Know

{FILTER: WENT TO SOMEONE (ELSE) FOR ADVICE – CODE 1 AT E14}

E15. Who {else} did you go to for advice and guidance? [CQE61 – CQE626]

{IF CODE 1 AT E4: PROBE TO ESTABLISH WHETHER SAME PERSON AS NOMINATED ON THE NOTICE OF APPEARANCE FORM. IF SO, USE CODE 1}

INTERVIEWER: CODE ALL THAT APPLY. DO NOT USE CODE 8 FOR FAMILY/FRIENDS ACTING IN A PROFESSIONAL CAPACITY (E.G. AS A LAWYER)

1. {IF CODE 1 AT E4: Person nominated on the notice of appearance form}
2. Owner / Senior Manager / General Manager
3. Personnel or human resources specialist
4. Legal specialist in company / Company lawyer
5. Employers' Association / Trade Association

Employer Questionnaire

6. Employment Rights Advisor / Employment Consultant
7. Solicitor, Barrister or some other kind of lawyer
8. Family or Friend
9. Someone else in organisation
10. Someone else outside organisation (specify)
11. NO ONE (*Spontaneous only*)
Don't Know

{FILTER: (MORE THAN ONE SOURCE OF ADVICE AT E15) & (NO DAY-TO-DAY REP - CODES 2 OR 3 AT E8)}

- E16. Which of these would you say was your main source of advice or guidance?
[CQE6B]

INTERVIEWER: CODE ONE ONLY. CODE LIST – THOSE CODED AT E15

NOTE: FOR UNREPRESENTED PARTIES THE MAIN SOURCE OF ADVICE NAMED HERE BECOMES THE “MAIN ADVISOR” FOR THE PURPOSES OF THE REST OF THE SURVEY

Don't Know

{FILTER: IF PERSONAL RESPONSIBILITY FOR DEALING WITH CASE (A5=1)}

{FILTER: REPRESENTATIVE (CODE 1 AT E8) OR MAIN ADVISOR OTHER THAN Acas AT E15/E16}

{FILTER: IF REPRESENTATIVE (CODE 1 AT E8)} INTERVIEWER READ OUT “Thinking now about the representative who handled this case on a day-to-day basis”.

{FILTER: IF MAIN ADVISOR AT E15/E16 AND NO REPRESENTATIVE (APART FROM Acas – IF Acas (codes 5 and 6) THEN SKIP E17, E18, E19, E20)} INTERVIEWER READ OUT: “Thinking now about your main adviser”

WHAT MAIN ADVISOR DID

- E17. In which, if any, of the following ways did they help or advise you? Did they ...
READ OUT ... [CQEGOA – CQEGOF]

IF NECESSARY, PROMPT: Did they help or advise you in this way?

CODE YES/NO/DK FOR EACH

- a. Explain the tribunal procedures
- b. Outline the strengths and weaknesses of the case

Employer Questionnaire

- c. Outline the pros and cons of settling the case without going to tribunal
- d. Discuss what the tribunal might award [CLAIMANT] if he/she won his/her case
- e. Help you prepare for hearings
- f. Help you in some other way not mentioned

{FILTER: IF PERSONAL RESPONSIBILITY FOR DEALING WITH CASE (A5=1)}

{FILTER: REPRESENTATIVE (CODE 1 AT E8) OR MAIN ADVISOR OTHER THAN ACAS AT E15/E16}

E18. At any time did [REPRESENTATIVE/MAIN ADVISOR] advise you of your chance of winning the case if it went to a hearing? [CQEG1A] 2013

1. Yes
2. No
- Don't Know

{FILTER: IF WERE ADVISED OF CHANCE OF WINNING CASE - E18 = 1}

E18B. Did they advise that you were likely to win, likely to lose or did they think your chances were about even? [CQEG1B] 2013

1. Likely to win
2. Evens
3. Likely to lose
4. Gave different advice at different times
- Don't Know

{FILTER: IF PERSONAL RESPONSIBILITY FOR DEALING WITH CASE (A5=1)}

{FILTER: REPRESENTATIVE (CODE 1 AT E8) OR MAIN ADVISOR OTHER THAN ACAS AT E15/E16}

E19. Did they advise you to try and settle the case without a tribunal hearing, or that it was better not to settle and to keep going for a hearing? [CQEG3]

PROMPT TO PRECODE AND CODE ALL THAT APPLY. RESPONDENT MAY MENTION A COMBINATION OF THINGS AS THE ADVICE MAY HAVE BEEN GIVEN AT DIFFERENT TIMES.

1. Advised to settle
2. Advised to go to Hearing
3. No, neither of these

4. Both (at different times)
Don't Know

COST OF LEGAL ADVICE OR REPRESENTATION

{FILTER: IF HAD ANY HELP OR ADVICE OTHER THAN FROM FRIENDS/FAMILY/WORK}

E21. You said that you had help or advice from ... [CQE12]

{LIST SOURCES OF HELP FROM PREVIOUS QUESTIONS E9, E13, E15, EXCLUDING FRIENDS/FAMILY/WORK-RELATED CONTACTS}.

Did your firm have to pay for all of this help or advice, did your firm pay for only some of it or did your firm get all the advice for free?

1. Paid for all
 2. Paid for some
 3. All free
- Don't Know

{FILTER: IF RECEIVED FREE ADVICE/HELP – Codes 2 OR 3 at E21}

E22. Who provided you with free help or advice? [CQE12B1 – CQE12B17]

INTERVIEWER: CODE LIST AS AT E21

Don't Know

{FILTER: IF INTERNAL LEGAL SPECIALIST AT E9 OR E13 OR E15}

E23. Can I just check, you mentioned that you used a legal specialist in the company/company lawyer. Did they charge the organisation for the legal services they provided? [EQE12A]

1. Yes
 2. No
- Don't Know

{ALL}

E25. At the time of the case was [ORGANISATION]... [CQEN1]

READ OUT

1. Insured to cover legal expenses
2. A member of an organisation that would cover the costs of advice and representation in an Employment Tribunal claim
3. Neither (*Spontaneous only*)
Don't Know

{FILTER: NO INSURANCE COVER AT TIME OF CASE – E25 = 3 or DK}

E27. Have you taken out insurance to cover such expenses since this case? [EQEN2]

1. Yes
2. No
Don't Know

{FILTER: IF PAID FOR ANY ADVICE – CODES 1 OR 2 AT E21}

E28. In total how much did the organisation pay for the advice and representation you received in this case? Please include all the legal and professional fees you actually paid, but do not include any fees paid by third parties such as insurance companies or trade unions. [CQEN4 / CBEN4]

INTERVIEWER: RECORD AMOUNT. ACCEPT ESTIMATE.

Don't Know

REASON FOR NO REPRESENTATION AT HEARING

{FILTER: NO REPRESENTATIVE AT HEARING AT E12}

E29. You said earlier that your organisation didn't have a representative at the full tribunal hearing - why did your organisation decide not to have anyone representing them at the hearing? [CQEL21 – CQEL216]

PROMPT TO PRECODES IF NECESSARY

1. Thought organisation could handle it alone
2. Couldn't afford legal representation
3. Advice agency / Union / Law centre didn't have anyone to send
Other (specify)
Don't Know

PASSIVE SOURCES OF INFORMATION USED

{FILTER: PERSONAL RESPONSIBILITY FOR DEALING WITH CASE (A5=1)}

E33. Can I check, did you use any of the following to find information to help you with this case, either before or after {CLAIMANT} put in his/her employment tribunal application, or when you were filling in the Notice of Appearance form? READ OUT ... [CQE6B1 – CQE6B24]

1. The Acas website
2. The HM Courts & Tribunal Service website
3. The BIS website
4. Direct Gov
5. Business Link
6. Gov UK
7. Other Internet sites
8. Acas publications or leaflets
9. HM Courts & Tribunal Service publications or leaflets
10. A library
11. Books
12. Any other source of information you haven't already mentioned (Specify)?
Don't Know

UNSOLICITED APPROACHES MADE BY THIRD PARTIES

{FILTER: IF 50 OR MORE EMPLOYEES AT A30 OR A31}

E34. After [CLAIMANT] put in his/her tribunal application, did you or your organisation receive any **unsolicited** calls or letters from any organisation (apart from Acas or the Tribunals Service) offering legal services or help with this case? [CQE53]

By **unsolicited**, I mean where they contacted you without you asking them to

1. Yes
2. No
Don't Know

MODULE F: ACAS

{MODULE FILTER: PERSONAL RESPONSIBILITY FOR DEALING WITH CASE (A5=1)}

INTERVIEWER - READ OUT

“I would like now to ask you about Acas, the Advisory, Conciliation and Arbitration Service”

PERSONAL CONTACT WITH ACAS

{ALL}

F1. After [CLAIMANT] put in his/her application to the Employment Tribunal, did you receive a letter from Acas? [CQF0]

1. Yes
2. No
Don't know/Can't remember

{ALL}

F2. {IF YES AT F1: Apart from this letter of introduction}, did you personally have any contact with an Acas officer, either by letter, fax, telephone, face-to-face or e-mail after {CLAIMANT} put in his/her application? [CQF1]

1. Yes
2. No
Don't Know

CONTACT OF REPRESENTATIVE WITH ACAS

{FILTER: IF HAD ANY ADVICE/REPRESENTATION AT E8}

F9. Do you know if anyone acting on your behalf had any contact with an Acas officer, either in writing, by telephone or in a face-to-face meeting? [CQF6]

INTERVIEWER: INCLUDE WRITTEN COMMUNICATION, TELEPHONE CALLS, & MEETINGS ONLY.

1. Representative in contact with Acas
2. No contact with Acas
Don't know

Employer Questionnaire

{FILTER: NO CONTACT BETWEEN CLAIMANT SIDE AND ACAS: CODE 2 AT F2 & (NO REP AT E8 OR CODE 2 AT F9)}

F11. Why did Acas not get involved in the case. Was it because...? READ OUT [CQF8]

1. The organisation did not want Acas involved
2. (CLAIMANT) did not want Acas involved
3. Neither side wanted Acas involved (single coded)
Don't know

INVOLVEMENT OF ACAS

{FILTER – SETTLED CASE AND CONTACT WITH ACAS at F2}

F15 Looking back, how likely do you think it is that you would have settled the case without Acas's involvement? [CQF13] 2008

1. Very likely,
2. Quite likely,
3. Quite unlikely,
4. Very unlikely,
5. Or that there was an even chance either way
Don't Know

{FILTER: CONTACT WITH ACAS at F2}

F16 How important was Acas's involvement in helping you to decide on how to proceed with the case (i.e. to settle or go to the tribunal)? Was it...READ OUT [CQF14] 2008

1. Very important
2. Quite important
3. Not very important
4. Not at all important
Don't Know

{FILTER: PERSONAL CONTACT WITH ACAS at F2}

Employer Questionnaire

F23 Did the Acas officer explain that there was a possibility that if you lost the case you might be required to pay the claimant's legal [TEXT FILL COSTS / EXPENSES]²?
[CQF21] 2008

1. Yes
2. No
- Don't Know

{FILTER: Yes – CODE 1 at F23}

F24 How important was this possibility in deciding how to proceed with the case?
[CQF22] 2008

1. Very important
2. Quite important
3. Not very important
4. Not at all important
- Don't Know

{FILTER – CASE WENT TO HEARING AND PERSONAL CONTACT WITH ACAS –
CODE 3, 4 OR 5 at F3}

F25 Did the Acas officer discuss what the tribunal might award claimants in similar cases? [CQF23] 2008

1. Yes
2. No
- Don't know

² For cases dealt with in English and Welsh offices (as indicated on the sample) the text fill will read 'costs', for those dealt with in Scottish offices the text fill will read 'expenses'.

MODULE G: OFFERS AND SETTLEMENT

INTERVIEWER: READ OUT:

“I’d now like to ask you about any offers that were made to settle the case.”

OFFER MADE BY EMPLOYER TO SETTLE CASE

{FILTER: CASE NOT SETTLED}

G1. At **any** time did anyone propose an offer to settle the case, for example, an offer of money, a job, a reference, or anything else? This proposal could have come via the organisation, the [CLAIMANT], your representative, or Acas. [CQJ0A]

1. Yes
2. No
- Don't Know

{FILTER: IF YES at G1 or CASE SETTLED AT A11, A13 OR A15}

G4. {CASE SETTLED} You said earlier that you settled this case}. Who made the **first** offer? [CQJ0B] 2008

INTERVIEWER: IF THE RESPONDENT MENTIONS ACAS, CHECK WITH THEM TO SEE IF THE OFFER WAS JUST PASSED ON BY ACAS AND ACTUALLY CAME FROM ONE OF THE PARTIES OR REPRESENTATIVES.

CODE ONE ONLY

1. Respondent did
2. Claimant did
3. My representative/adviser did
4. The [CLAIMANT]'s representative/adviser did
5. Acas did
- Don't Know

{FILTER: (IF YES at G1 or CASE SETTLED AT A11, A13 OR A15) AND OFFER NOT PROPOSED BY RESPONDENT AT G4}

G6. And did the organisation, or someone acting on their behalf, actually make [CLAIMANT] an offer to settle the case? [CQJ1]

Employer Questionnaire

1. Yes
2. No
- Don't Know

FINAL OFFER

{FILTER: CASE SETTLED AT A11, A13, or A15 OR OFFER MADE BY EMPLOYER – Code 1 at G6}

- G7. {CASE SETTLED: You said earlier that this case was settled}. What did the final offer to [CLAIMANT] consist of? Please tell me about the FINAL offer rather than any previous offers that may have been made. [CQJ41 – CQJ414]

INTERVIEWER: READ OUT & CODE ALL THAT APPLY

1. Reinstatement (old job back)
2. Another job in the organisation i.e. re-engagement
3. Money
4. A reference
5. An apology
6. A letter of explanation
7. Other (RECORD)
- Don't Know

{FILTER: IF CODE 3 (MONEY) AT G7}

- G8. Was this money that <CLAIMANT> claimed he/she was owed or money as compensation for what he/she claimed he/she had been through, or a bit of both? CODE ONE ONLY [CQJ4B]

1. Money owed
2. Compensation
3. Both
4. Neither
- Don't Know

{FILTER: SOME OFFER OF MONEY MADE – Code 3 at G7}

- G9. How much money was offered? [CQJ6 / CBFJ6]

INTERVIEWER: RECORD AMOUNT

Don't Know

Employer Questionnaire

{FILTER: CASE SETTLED AT A11, A13 or A15}

G10. Has [CLAIMANT] been given everything that was agreed in the settlement?
[CQJ6B]

EXPLAIN IF NECESSARY: Has the organisation paid the money/given the respondent a job/his/her job back, provided an apology, etc.

1. Yes – in part
2. Yes – in full
3. No
- Don't Know

{FILTER: CASE SETTLED AT A11, A13 OR A15 OR OFFER MADE BY EMPLOYER – Code 1 at G6}

G11. At the time the final offer was made did you think that if the case was decided in an Employment Tribunal [CLAIMANT] would get more, less, or about the same as he/she had been offered? Or did you think he/she would lose the case?
[CQJ8]

1. Get more than offer
2. Get the same as offer
3. Get less than offer
4. Thought claimant would lose the case
- Don't Know

{FILTER: PERSONAL RESPONSIBILITY FOR DEALING WITH CASE (A5=1) AND NO OFFER MADE - Code 2 at G6}

G13. Why did the organisation decide not to make [CLAIMANT] an offer to settle?
[EQJ111 – EQJ119]

INTERVIEWER: RECORD REASONS GIVEN.

Don't Know

[FILTER: CASE SETTLED AT A11, A13 OR A15 OR OFFER MADE BY EMPLOYER – Code 1 at G6]

Employer Questionnaire

G14. Why did the organisation decide to [TRY AND]³ settle the case? [CQJ5201-CQJ5217] 2013

DO NOT READ OUT. PROMPT TO PRE-CODES. CODE ALL THAT APPLY
PROBE 'Anything else?'

1. Financial reasons e.g. to keep cost to a minimum, cheaper than continuing etc.
2. Time reasons e.g. too busy to continue, to save time and inconvenience
3. Less stressful than continuing
4. Advised by someone to settle
5. Other (specify)
Don't Know

³ Text fill will only appear where case was not settled but an offer of settlement was made by the employer (A11 <>1 AND A13 <>1 AND A15 <> 1)

MODULE H: THE HEARING

{MODULE FILTER: SETA CASE INVOLVED DECISION AT TRIBUNAL HEARING}
(A9 = 1 OR A10 = 1 OR A15 = 3 OR 4 OR A16 = 1)

INTERVIEWER: READ OUT:

“I would now like to ask you about the Tribunal Hearing(s) itself, that is a hearing at which the outcome of the case was decided by a tribunal panel”

ATTENDANCE AT HEARING

{FILTER: DECISION AT TRIBUNAL (A9 = 1 OR A10 = 1 OR A15 = 3 OR 4 OR A16 = 1)}

H1. Did you personally attend the full tribunal hearing? [EQL18]

1. Yes
2. No,
Don't Know

{FILTER: INTERVIEWEE DID NOT ATTEND HEARING (H1=3)}

H2. Did someone else in the organisation attend the full tribunal hearing? [EQL50]

1. Yes
2. No
Don't Know

TIME OF HEARING

DURATION OF HEARING

{FILTER: DECISION AT TRIBUNAL (A9 = 1 OR A10 = 1 OR A15 = 3 OR 4 OR A16 = 1)
AND PERSONAL RESPONSIBILITY FOR DEALING WITH CASE (A5=1)}

H12. How long did the hearing last ? [CQL14]
{IF LESS THAN ONE DAY} Is that more than half a day?

ENTER NUMBER OF DAYS OR HOURS (WD – CHANGE ALSO MADE ON CLAIMANT QNNAIRE). ASSUME THAT 1 DAY = 6 HOURS (SO 3 HOURS

Employer Questionnaire

WOULD BE HALF A DAY OR LESS, 4 HOURS WOULD BE MORE THAN HALF A DAY)

1. ENTER TIME IN HOURS AT NEXT SCREEN
2. ENTER TIME IN DAYS AT NEXT SCREEN
Don't Know

{IF H12 = ENTER TIME IN HOURS AT NEXT SCREEN THEN ASK: cq|14h}

ENTER NUMBER OF HOURS [cq|14h]

{IF H12 = ENTER TIME IN DAYS AT NEXT SCREEN THEN ASK: cq|14d}

ENTER NUMBER OF DAYS [cq|14d]

ROUND UP TO NEAREST DAY.

6 HOURS=1 DAY

EXPERIENCE OF ETS DURING TRIBUNAL

{FILTER: DECISION AT TRIBUNAL (A9 = 1 OR A10 = 1 OR A15 = 3 OR 4 OR A16 = 1)
AND PERSONAL RESPONSIBILITY FOR DEALING WITH CASE (A5=1)}

H15. Did you feel that the Tribunal gave each party a fair chance to make their case?
{IF NO} Was it more favourable to you or the other side? [CQL22]

1. Yes – fair
2. No, more favourable to [CLAIMANT]
3. No, more favourable to organisation
Don't Know

TRIBUNAL ORDER

{FILTER: CLAIMANT WON AT HEARING at A10 = 1 OR A15 = 4}

H16. You said earlier that the tribunal decided in favour of [CLAIMANT]. What did the tribunal order? [CQL261 – CQL266]

PROMPT IF NECESSARY
[PROBE] Anything else?

1. Re-instatement (old job back if previously employed)
2. Another job in the organisation, i.e. re-engagement

Employer Questionnaire

3. Money
Other (RECORD)
Don't Know

{FILTER: IF MONEY ORDERED – CODE 3 AT H16}

H17. How much money was the organisation ordered to give to [CLAIMANT]? [CQL28 / CBL28]

INTERVIEWER: RECORD AMOUNT

Don't Know

{FILTER: IF MONEY ORDERED – CODE 3 AT H16}

H18. Has [CLAIMANT] been paid the money yet? [CQL32]

1. Yes
2. No
Don't Know

{FILTER: IF YES – CODE 1 AT H18}

H19. Did the [CLAIMANT] take action to obtain this payment by registering at the County Court? [CQL35] 2008

1. Yes
2. No
Don't Know

{FILTER: IF NO – CODE 2 AT H18}

H20. Has the [CLAIMANT] taken action to obtain payment by registering at the County Court? [CQL36] 2008

1. Yes
2. No
Don't Know

{FILTER: IF NO – CODE 2 AT H18}

H21. Has [CLAIMANT] contacted your organisation to obtain payment? [CQL37] 2008

1. Yes
2. No

Don't Know

{FILTER: IF YES – CODE 1 AT H18}

H22. How many weeks after the hearing was the money paid? [CQL32B / CBL32B]

RECORD NUMBER OF WEEKS

CODE 'NULL' FOR 'NOT YET PAID'

Don't Know

APPEALS AND REVIEWS

{FILTER: DECISION AT TRIBUNAL (A9 = 1 OR A10 = 1 OR A15 = 3 OR 4 OR A16 = 1)}

I2. Was an appeal made to the Employment Appeal Tribunal about the decisions made in this case? [CQKL35]

1. Yes
 2. No
- Don't Know

{FILTER: DECISION AT TRIBUNAL (A9 = 1 OR A10 = 1 OR A15 = 3 OR 4 OR A16 = 1) AND APPEAL MADE (I2=1)}

I3. Who made this appeal? Was it your organisation or [CLAIMANT]]? [CQKL36]

1. Claimant
 2. Respondent
- Don't Know

{FILTER: DECISION AT TRIBUNAL (A9 = 1 OR A10 = 1 OR A15 = 3 OR 4 OR A16 = 1) AND APPEAL MADE (I2=1)}

I4. Did the Employment Appeal Tribunal (EAT) hold a review hearing about the decisions in this case? [CQKL37]

Employer Questionnaire

1. Yes
2. No
Don't Know

MODULE J: THE COSTS REGIME

NOTE: IN SCOTLAND COSTS ARE KNOWN AS 'EXPENSES' TEXT FILLS HAVE THEREFORE BEEN SET UP APPROPRIATELY.

AWARENESS OF THE COSTS REGIME

{ALL}

- J1. If a Tribunal decides that a case should not have been brought to Tribunal or that the people involved in the case have acted unreasonably in pursuing it, they can penalise those involved by making them pay towards the other side's [TEXT FILL: COSTS / EXPENSES]⁴.

Did you know this when [CLAIMANT] first put in his/her application for an employment tribunal? [CQM1]

1. Yes
2. No
- Don't Know

WARNING ABOUT COSTS

{FILTER: IF PERSONAL RESPONSIBILITY FOR DEALING WITH CASE (A5=1)}

- J4. At any time during this case did [CLAIMANT] or anyone acting for them, warn your organisation that you might have to pay towards his/her [TEXT FILL: COSTS / EXPENSES]? [CQM4B]

1. Yes
2. No
- Don't Know

{FILTER: IF PERSONAL RESPONSIBILITY FOR DEALING WITH CASE (A5=1)}

- J5. And at any time during this case did YOU, or anyone acting for YOU, warn [CLAIMANT] that he/she may have to pay towards your organisation's [TEXT FILL: COSTS / EXPENSES]? [CQM4A]

1. Yes
2. No
- Don't Know

⁴ For cases dealt with in English and Welsh offices (as indicated on the sample) the text fill will read 'costs', for those dealt with in Scottish offices the text fill will read 'expenses'. Remaining similar text fills in this section are set in the same way.

IMPACT ON OUTCOMES

{FILTER: (CASE SETTLED) & (IF AWARE OF COSTS REGIME BEFORE CASE OR SOME WARNING DURING CASE **AND PERSONAL RESPONSIBILITY FOR DEALING WITH CASE** (A11 = 1 OR A13 = 1 OR A.10H = 1) AND (J1 = 1 OR J4 = 1) AND (A5=1)}

J6. Did knowing that such [TEXT FILL: COSTS / EXPENSES] could be awarded against you influence your decisions to {settle} this case} without going to an Employment Tribunal? [CQM6]

{IF YES} Did it make you more or less likely to {SETTLE THIS CASE?}

1. No
 2. Yes – more likely to settle
 3. Yes – less likely to settle
- Don't Know

COSTS AWARDED BY THE TRIBUNAL

{FILTER: CASE DECIDED AT TRIBUNAL (A9 = 1 OR A10 = 1 OR A15 = 3 OR 4 OR A16 = 1)}

J8. Was [CLAIMANT] awarded his/her [TEXT FILL: COSTS / EXPENSES] by the tribunal? [CQMN13]

1. Yes
 2. No
- Don't Know

MODULE K: COSTS & BENEFITS

STAFF TIME SPENT ON CASE

{FILTER: PERSONAL RESPONSIBILITY FOR DEALING WITH CASE (A5=1)}

INTERVIEWER: READ OUT

“I’d like to ask you how much time staff in the organisation spent on this case, from the time you received the Notification (ET3) until the time the case finished”

- K1. In total, how many people were involved and spent time on this case. Please include yourself, other directors and senior managers and any other staff. Please only include staff in the organisation. Do not include any time spent by representatives or advisers who may have helped with the case? [EQN7A / EBN7A]

ENTER NUMBER OF PEOPLE
Don't Know

{FILTER: IF ONLY ONE PERSON ON CASE (IF K1 = 1)}

- K2. INTERVIEWER CODE WHETHER THIS PERSON WHO SPENT TIME IS THE RESPONDENT. CHECK IF UNSURE [EQN7B]

1. Respondent spent time on case
 2. Other staff member spent time on case
- Don't Know

{FILTER: IF K1 = 1}

- K3. And how much time in total did {IF K2 = 1: you} {IF K2 = 2: this person} spend on the case? [EQN7C / EQN7CH / EQN7CD]

ENTER TIME IN DAYS OR HOURS. 1 DAY = 8 HOURS.
Don't Know

{FILTER: IF K1 = 1}

- K4. And how much of that time was spent attending the tribunal hearing? [EQN7D / EQN7DH / EQN7DD]

ENTER TIME IN DAYS OR HOURS. 1 DAY = 8 HOURS.
Don't Know

Employer Questionnaire

{FILTER: IF K1 = 1}

K5. Can I just check, {IF K2 = 1: would you classify yourself as} {IF K2 = 2: was this person} a Director or Senior Manager within the organisation? [EQN7E]

1. Yes
2. No
Don't Know

{FILTER: IF MORE THAN ONE PERSON ON CASE (IF K1 > 1)}

K6. And how much time in total did you spend on the case? [EQN7F / EQN7FH / EQN7FD]

ENTER TIME IN DAYS OR HOURS. 1 DAY = 8 HOURS.
Don't Know

{FILTER: IF SOME TIME SPENT (K6 = >1)}

K7. And how much of that time was spent attending the tribunal hearing? [EQN7G / EQN7GH / EQN7GD]

ENTER TIME IN DAYS OR HOURS. 1 DAY = 8 HOURS.
Don't Know

{FILTER: IF SOME TIME SPENT (K6 = >1)}

K8. Can I just check, would you classify yourself as a Director or Senior Manager within the organisation? [EQN7H]

1. Yes
2. No
Don't Know

{FILTER: IF K1 > 1}

INTERVIEWER READ OUT: "Now thinking of the different staff involved....."

K9. (IF K8 = 1: Apart from yourself,) How much time in total did directors and senior management spend on this case? [EQN7 / EQN7HO / EQN7DA/ ERN7T / EBN7T / EBN7TO / ERN7TO / EBN7HO / ERN7HO / EBN7TM / ERN7TM / EBN7HM / ERN7HM / ERN7TH / EBN7TH]

ENTER TIME IN DAYS OR HOURS (ONE DAY = 8 HOURS)
Don't Know

{FILTER: IF SOME TIME SPENT (K9 = >1)}

K10. And how much of that time was spent attending the Tribunal Hearing? [EQN8 / EQN8D / EQN8H]

ENTER TIME IN DAYS OR HOURS (ONE DAY = 8 HOURS)
Don't Know

{FILTER: IF K1 > 1}

K11. How much time in total did other staff spend on this case? [EQN9 / EQN9D / EQN9H]

ENTER TIME IN DAYS OR HOURS (ONE DAY = 8 HOURS)
Don't Know

{FILTER: IF SOME TIME SPENT (K11 = >1)}

K12. And how much of that time did other staff spend attending the Tribunal Hearing? [EQN10 / EQN10D / EQN10H]

ENTER TIME IN DAYS OR HOURS (ONE DAY = 8 HOURS)

INTERVIEWER CHECK: DID ANYONE FROM EMPLOYER ATTEND TRIBUNAL?
Don't Know

{FILTER: IF K1 > 1}

K13. Thinking about the time spent on the case by all people at the organisation including yourself, can I just check the following is correct: [EQN711 – EQN714]

INTERVIEWER: SELECT ANY THAT ARE INCORRECT AND RE-ENTER NEW TOTAL. IF ALL CORRECT, CODE "ALL INFORMATION CORRECT".

{IF DAYS/HRS MENTIONED AT K6} You spent {INSERT DAYS/HOURS}

{IF DAYS/HRS MENTIONED AT K9} Directors and Senior Management spent {INSERT DAYS/HOURS}

{IF DAYS/HRS MENTIONED AT K11} Other staff spent {INSERT DAYS/HOURS}

1. All information correct (single coded)

NON-FINANCIAL COSTS TO EMPLOYER

{FILTER: PERSONAL RESPONSIBILITY FOR DEALING WITH CASE (A5=1)}

K14. Apart from any financial costs involved, did this case have any other negative effects on the organisation? [EQN10B]

1. Yes
2. No
- Don't Know

{FILTER: IF OTHER NON-FINANCIAL COSTS (K14=1)}

K15. What other negative effects did the case have on the organisation?
[EQN111 – EQN1124]

INTERVIEWER: RECORD RESPONSE

Don't Know

NON-FINANCIAL BENEFITS TO EMPLOYER

{ASK ALL}

K16. Has this experience of dealing with an employment tribunal application resulted in the organisation taking any of the following actions?

INTERVIEWER NOTE: THE CHANGES MUST BE A DIRECT RESULT OF THIS EMPLOYMENT TRIBUNAL APPLICATION, PROMPT IF UNSURE.

ADD QUESTION LOOP [EQN11BA – EQN11BF]

- a. Introduce or review formal disciplinary or grievance procedures (Yes/No/DK)
- b. Make sure procedures are followed (Yes/No/DK)
- c. Revise terms and conditions in employees' contracts (Yes/No/DK)
- d. Join an employers' association for legal services (Yes/No/DK)
- e. Take out insurance against further claims (Yes/No/DK)
- f. Seek professional advice prior to taking disciplinary action (Yes/No/DK)

MODULE L: EXPECTATIONS & SATISFACTION WITH OUTCOMES

INITIAL EXPECTATIONS

{FILTER: PERSONAL RESPONSIBILITY FOR DEALING WITH CASE (A5=1)}

L1. When you first received notification that [CLAIMANT] had applied for an employment tribunal did you think you were likely to be successful, likely to be unsuccessful, or had an even chance?

{IF LIKELY SUCCESSFUL / UNSUCCESSFUL} Is that very likely or quite likely?
[CQP1]

1. Very likely to be successful
2. Quite likely to be successful
3. Quite Likely to be unsuccessful
4. Very likely to be unsuccessful
5. had an even chance
Don't Know

{FILTER: PERSONAL RESPONSIBILITY FOR DEALING WITH CASE (A5=1)}

L2. At the very start of the case, what did you think the chances were of being able to resolve the case without going to a full tribunal hearing? Did you think this was
[CQP2]

1. Very likely
2. Quite likely
3. Quite unlikely
4. Very unlikely
5. Or that there was an even chance either way
Don't Know

SATISFACTION WITH EMPLOYMENT TRIBUNAL SYSTEM

{FILTER: PERSONAL RESPONSIBILITY FOR DEALING WITH CASE (A5=1)}

L7. In general, how satisfied were you with the workings of the Employment Tribunal system? Would you say you were...READ OUT [CQP10]

1. Very satisfied
2. Quite satisfied
3. Not very satisfied
4. Not at all satisfied
Don't Know

{FILTER – IF CODES 3 OR 4 AT L7}

L8 And why do you say you were dissatisfied? [CQP111 – CQP1144] 2008

INTERVIEWER: RECORD RESPONSE

Don't Know

SATISFACTION WITH ACAS

{FILTER – IF F2=YES}

L10 In general, how satisfied were you with the service you received from Acas in this case? Please think about any involvement you had with Acas after [CLAIMANT] submitted their application. Would you say you were...

READ OUT [CQP12] 2008

1. Very satisfied
2. Quite satisfied
3. Not very satisfied
4. Not at all satisfied

{FILTER – IF codes 3 or 4 at L10}

L11 And why do you say you were dissatisfied? [CQP131 to CQP1311] 2008

INTERVIEWER: DO NOT READ OUT. PROMPT TO PRE-CODES. CODE ALL THAT APPLY

1. Did not do anything/did not help
2. Did not give enough information/advice
3. Did not have enough contact/did not contact respondent
4. Biased towards claimant/employee
5. Other (specify)
Don't Know
Refused

MODULE M: FOLLOW-UP

INTERVIEWER: READ OUT

“Thank you for your help and assistance in completing this survey. As I mentioned earlier everything that you have said will be treated in strictest confidence, and no organisations or individuals will be identifiable in the results of the survey”

FOLLOW-UP SURVEY

{ALL}

M2. It is possible that we will want to contact you again for additional information. Would you be willing to be contacted again by TNS-BMRB? [CQR1A] 2013

1. Yes
2. No

{FILTER: If agree to be re-contacted by TNS BMRB}

M1. Would you be willing for BIS or someone working on behalf of BIS to contact you again in the future to talk about the organisation's experience of the Employment Tribunal system? [CQR1]

1. Yes
2. No

IF AGREED TO BE RE-CONTACTED BY TNS BMRB AND/OR ACAS
CONFIRM RESPONDENT NAME, ORGANISATION NAME, TELEPHONE NUMBER
AND ADDRESS.