

**Survey of Employment Tribunal Applications 2013**

**Claimant 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 <Claimant name>

We are conducting an important survey of 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?

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.

**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 your name is [CLAIMANT NAME] and that you brought an Employment Tribunal Application against [EMPLOYER ORGANISATION NAME]? [AQA11]

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 claimant, IF APPROPRIATE
- IF EITHER NAME IS INCORRECT, CHOOSE CODE 3 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. One or both names incorrect - TERMINATE INTERVIEW

{IF A1 = MODIFY EMPLOYER NAME}

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 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 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

**CHECK INTRODUCTORY LETTER**

{ALL}

- A3. Did you receive a letter from the Department for Business, Innovations 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.

IF RESPONDENT HAPPY TO PROCEED, EXPLAIN AIMS OF SURVEY

**CHECK JURISDICTION**

{ALL}

## Claimant Questionnaire

- A4. Our records show that you made an application to the employment tribunal concerning <JUR 1>, is this correct? [CQA14]

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

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

1. Yes - CONTINUE
2. No - CLOSE

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

{IF A4 = No - TERMINATE INTERVIEW - Termination with data (Quit)}

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

THANK AND CLOSE.

### ***SUBJECTIVE ACCOUNT OF REASON FOR APPLICATION***

{ALL}

- A5. Can you sum up in a few words why you 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 <RESULT>***

INTERVIEWER: READ OUT

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

INTERVIEWER: EXPLAIN TERMS IF NECESSARY USING CRIB SHEET PROVIDED

{FILTER: ETHOS OUTCOME = SUCCESSFUL AT HEARING}

- A6. Our records show that the case went to a full tribunal hearing and was decided in your favour. Is this correct? [CQA110B]

## Claimant Questionnaire

1. Yes
2. No

{FILTER: ETHOS OUTCOME = UNSUCCESSFUL AT HEARING}

A7. Our records show that the case went to a full tribunal hearing and was decided in favour of [EMPLOYER]. Is this correct? [CQA110A]

1. Yes
2. No

{FILTER: ETHOS OUTCOME = SETTLED}

A8. Our records show that you SETTLED with [EMPLOYER ORGANISATION NAME] for a sum of money or something else, such as an apology, a reference, or an offer of employment, rather than your case being decided at a full tribunal hearing. Is this correct? [CQA110C]

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.

1. Yes
2. No

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

A9. Our records show that your 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}

A9a. Our records show that a default judgement in your favour was applied to your 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 A9a}

## Claimant Questionnaire

A9c. And can I check, was the case awarded in your favour because [EMPLOYER] failed to respond to the Employment Tribunal Service about your claim or did not object to your claim? [CQA110M] 2013

1. Yes
2. No

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

A9d. Our records show that a default judgement in favour of [EMPLOYER] was applied to the case. Is this correct? [CQA110N] 2013

1. Yes
2. No

{FILTER: ETHOS OUTCOME = WITHDRAWN}

A10. Did you decide to withdraw or drop the case at some point rather than go to a tribunal? By this I mean that you 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 RESPONDENT 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

{FILTER: IF 'NO' AT A10}

A11. Did you SETTLE with {EMPLOYER ORGANISATION NAME} for a sum of money or something else, such as an apology, a reference, or an offer of employment, rather than your case being decided at a full tribunal hearing? [CQA110F]

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

1. Yes
2. No

{FILTER: DISAGREEMENT BETWEEN ETHOS OUTCOME/SUBJECTIVEOUTCOME - A6=2 OR A7=2 OR A8=2 OR A9=2 OR A9c=2 OR A9d =2 OR (A10=2 AND A11=2) }

## Claimant Questionnaire

A12. 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 [EMPLOYER ORGANISATION NAME] for a sum of money or something else, such as an apology, a reference, or an offer of employment, rather than your case being decided at a full tribunal hearing
  2. You decided to withdraw or drop the case at some point rather than go to a tribunal. By this I mean that you 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 [EMPLOYER ORGANISATION NAME]
  5. Your case was dismissed by the Employment Tribunal Service by letter or at a case review hearing of some kind
  6. A default judgement in your favour was applied to your case
  7. None of the above
- Don't know

{FILTER: CODE 6 OR 7 OR 8 AT A12 OR CODE 1 AT A9A OR CODE 1 AT A9C OR CODE 1 AT A9D}

A13. Can I check, did your case go to a full tribunal hearing? [CQA110I]

1. Yes
  2. No
- Don't Know

{FILTER: Code 7 at A12}

A14. Please could you describe how your case was resolved? [CQA110J]

(TYPE IN)

Don't Know

### **CLAIMANT DEMOGRAPHICS (1)**

INTERVIEWER – READ OUT

Next a couple of questions about yourself.

{ALL}

A15. Are you...READ OUT [CQA21]



## Claimant Questionnaire

1. Male
2. Female
- Refused

{ALL}

A16. And how old were you when you made your application for an Employment Tribunal? [CQA22]

INTERVIEWER: RECORD AGE IN YEARS

Refused

{FILTER: REFUSAL AT A16}

A17. Can you please tell us in what age group you would place yourself at the time you made your application for an Employment Tribunal ...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 DEMOGRAPHICS**

{ALL}

A18. Can I check, did you work for [EMPLOYER] or were you applying for a job with them? [CQA32]

1. Worked for them
2. Job Applicant
- Other (specify)

{FILTER: WORKED FOR EMPLOYER – CODE 1 AT A18}

A19. And do you work for them now? [CQA32B]

1. Yes
2. No

{FILTER: IF FORMER WORKER – CODE 2 AT A19}

## Claimant Questionnaire

A20. Did you leave [EMPLOYER] 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 A20}

A21. Did you leave [EMPLOYER] before or after the case was finished? [CQA45B]

1. Before
2. After
- Don't Know

INTERVIEWER: READ OUT

“I would now like to ask you about the job related to the Employment tribunal application”

{ALL}

A22. Was [EMPLOYER] 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

{ALL}

A23. And what did [EMPLOYER] mainly make or do at the workplace you [TEXT FILL: WORKED AT / APPLIED TO WORK AT]<sup>1</sup>? [CQA33C] [SIC2007/SICGP/SICGP2]

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

---

<sup>1</sup> If respondent worked for employer at A18, the first part of the text fill will appear. If respondent was a job applicant the second part of the text fill will appear. Remaining similar text fills in this section are set in the same way.

Don't Know

{ALL}

A24. At the time you brought this application did [EMPLOYER] 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}

A26. To the best of your knowledge how many people were working at or from the **workplace** you [TEXT FILL: WERE AT / WERE 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 RESPONDENT DID NOT WORK FROM ONE MAIN SITE THEN PROBE FOR THE NUMBER OF PEOPLE WORKING AT THE SITE THE RESPONDENT 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

## TENURE

{FILTER: CURRENT AND FORMER WORKERS ONLY = CODE 1 AT A18}

A27. How long had you worked for [EMPLOYER] before you applied for an Employment Tribunal? [CQA34 / CBA34]

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

ANSWER IN YEARS

ANSWER IN MONTHS

Don't know

{IF A27= ANSWER IN YEARS }

## Claimant Questionnaire

A27b. ENTER LENGTH OF EMPLOYMENT IN YEARS [CQA34Y]

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

{IF A27 = ANSWER IN MONTHS}

A27c. 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}

A29. [TEXT FILL: WHAT WAS YOUR (MAIN) JOB / WHAT WOULD YOUR (MAIN) JOB HAVE BEEN], that is the job related to the Employment Tribunal Application? [CQA33B] [SOC2010CLAIM / SOC2010CLAIMB]

INTERVIEWER: RECORD ANSWER

{ALL}

A29a. What [TEXT FILL: DID YOU MAINLY DO/ WOULD YOU HAVE MAINLY DONE] in your job? [CQA33D] 2013

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

RECORD ANSWER

{FILTER: CURRENT AND FORMER WORKERS ONLY = CODE 1 AT A18}

A30. In your job, did you 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 A18}

A31. 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
3. Or did the hours depend on the availability of work or whether you were contacted by the employer?

{FILTER: CURRENT AND FORMER WORKERS ONLY = CODE 1 AT A18}

A32. How many hours per week did you 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 A18}

A33. Leaving aside your own personal intentions and circumstances, was this job a permanent job or was there some way that it was not permanent? [CQA36B]

1. Permanent
2. Not permanent/temporary

{FILTER: IF NOT PERMANENT – CODE 2 AT A33}

A34. 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)

**GROSS PAY BEFORE DEDUCTIONS**

{FILTER: CURRENT AND FORMER WORKERS ONLY = CODE 1 AT A18}

## Claimant Questionnaire

A36. We would like to ask you about the pay for this job. Would you like to answer this question weekly, monthly or annually?

INTERVIEWER: CODE WHICH PERIOD WOULD LIKE TO ANSWER IN.  
IF NO USUAL PAY, RECORD THE PERIOD RESPONDENT CAN GIVE BEST ESTIMATE IN

[CQA38 / CQA38A / CBA38]

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

{FILTER: PERIOD RECORDED}

A37. What was the pay for this job before any deductions for tax, national insurance and so on?

RECORD GROSS PAY. [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 A36/A37}

A37CK1. 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 A36}

{FILTER: IF CODED LESS THAN: (£11 PER WEEK) OR (£101 PER MONTH) OR (1001 PER YEAR) AT A36/A37}

A37CK2. 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 A36}

## Claimant Questionnaire

{FILTER: PAY NOT RECORDED – REFUSED OR DON'T KNOW AT A36 OR REFUSED OR DON'T KNOW AT A37}

A37B. Could you tell me which of these bands your gross pay for this job, that is your pay before any deductions, fell into per year? [CQA39C] 2013

1. Under £10,000
2. £10,000 - £14,999
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 A18}

A38. Were you paid directly by [EMPLOYER] or through an employment agency or some other party? [CQA39B]

1. Directly by [EMPLOYER]
2. Through employment agency
3. Through some other party (Specify)

Don't Know

{FILTER: CURRENT AND FORMER WORKERS ONLY = CODE 1 AT A18}

### **WRITTEN STATEMENT**

A39. Did [EMPLOYER] provide you with a **written** statement of your terms and conditions of employment when you joined them? [CQA319]

1. Yes
  2. No
- Don't Know

### **TRADE UNION PRESENCE**

{FILTER: CURRENT AND FORMER WORKERS ONLY = CODE 1 AT A18}

A40. Were there **any** trade unions or staff-associations present at the workplace? [CQA315]

1. Yes
  2. No
- Don't Know

## Claimant Questionnaire

{ALL}

A42. At the time you brought this application were you a member of a trade union or staff association, either at [employer] or at another workplace? [AQA316B]

1. Yes
2. No  
Don't Know



**MODULE B: AWARENESS OF ETS & EMPLOYMENT RIGHTS**

***PREVIOUS APPLICATIONS***

{ALL}

B1. Before the dispute with [EMPLOYER] arose, were you aware that a worker could apply for an Employment Tribunal if they believed their employer was not respecting their legal rights? [AQB41]

1. Yes
2. No  
Don't Know

{FILTER: IF YES AT B1}

B2. And had you **ever** made an application to an Employment Tribunal, at any workplace, before you put in this application? [CQB1]

1. Yes
2. No

{FILTER: IF YES AT B2}

B2a. How many applications had you made to an Employment Tribunal before you put in this application? [AQB7] 2008

INTERVIEWER: RECORD NUMBER. ACCEPT ESTIMATE.

Don't Know

***SOURCES OF ADVICE ABOUT EMPLOYMENT RIGHTS AT PRE-APPLICATION STAGE***

{ALL}

B3. I'd like to know about any advice or information you sought **before** you put in your application. This might be general information about tribunals or employment law or advice about your particular case.

So, **before** you put in your application, did you seek advice or information from any of the following ...READ OUT .... [AQB51 – AQB516]

PROBE: ANYONE ELSE?

INTERVIEWER: CODE ALL THAT APPLY

## Claimant Questionnaire

INTERVIEWER: DO NOT USE CODE 6 FOR FAMILY/FRIENDS ACTING IN A PROFESSIONAL CAPACITY (E.G. AS A LAWYER)

1. Anybody at the place where you worked
2. A Citizens Advice Bureau
3. The Acas help-line or an Acas officer
4. An Employment Rights Advisor or Employment Consultant
5. A solicitor, barrister or some other kind of lawyer
6. Your family or friends
7. Equality and Human Rights Commission
8. Trade Union Representative/Worker
9. Anybody else – PROBE FULLY (SPECIFY)
10. No advice sought  
Don't Know

{FILTER: IF 'Anybody at the place where you worked' -Code 1 AT B3}

B4. Who at your workplace did you seek advice or information from?

[AQB5B1 – AQB5B6]

1. Personnel/human resources officer
2. Trade Union/Worker representative
3. Colleague
4. Manager/boss
5. Other (Specify)  
Don't Know

{ALL}

B6. Who FIRST suggested that you might be able to apply for an Employment Tribunal? IF NECESSARY: Or was it your own idea? [DO NOT READ OUT]  
[AQB6]

{IF SOMEONE ELSE SUGGESTED IT: Who suggested it?

INTERVIEWER: CODE ONE ONLY.

1. Own Idea
2. Family or Friends
3. Work colleagues
4. Personnel officer at work
5. Trade Union representative
6. Worker Representative at workplace
7. Citizens Advice Bureau
8. Acas officer or Acas help line
9. Employment Rights Advisor / Employment Consultant
10. Solicitor, barrister or some other kind of lawyer
11. Equality and Human Rights Commission
12. Other (Specify)  
Don't Know

## Claimant Questionnaire

**MODULE C: CHARACTERISTICS OF THE DISPUTE**

***DETAILS OF JOB SEPARATION***

{FILTER: IF FORMER WORKER – CODE 2 AT A19}

- C1. How did you come to leave your job with [EMPLOYER]? Were you dismissed or made redundant, did you resign or leave without resigning, or did you leave for some other reason? [CQC11 – CQC121]

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
- 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. Were you told you had to leave or was it your decision to go? PROBE: Were you told you HAD to leave? [CQC5]

1. Was told had to leave
2. Could have continued to work
- Don't Know

{FILTER: Code 1 at C1}

- C3. What was the **main** reason [EMPLOYER] gave for dismissing you? [CQC6]

INTERVIEWER: PROBE AND RECORD ONLY MAIN REASON

1. Poor performance
2. Lack of qualifications
3. Prolonged ill health
4. Unsatisfactory attendance record

## Claimant Questionnaire

5. Misconduct/Misbehaviour (e.g. Dishonesty, theft, violent or threatening behaviour, disobedience, rule breaking, etc.)
6. Illegality (employer would be breaking the law if they continued to employ them)
7. Other (Specify)
8. No reason given  
Don't Know

{FILTER: IF DISMISSED / MADE REDUNDANT / LAID OFF – Codes 1 or 2 at C1}

- C4. Did [EMPLOYER] give you **any** prior warning that you might be [DISMISSED / LAID OFF / 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 you put in an application for an Employment Tribunal against [EMPLOYER]. For the next few questions, please tell me only about things that happened **before** you put in your Employment Tribunal Application.”

***WRITTEN COMMUNICATION***

{ALL}

D28a Could you tell me whether any of the following happened before you put in your Employment Tribunal Application? [CQD471 – CQD475] 2013

READ OUT AND CODE ALL THAT APPLY

IF QUERY ‘THIS ISSUE’, EXPLAIN: The issue that led to your employment tribunal application

1. Did you or anyone acting on your behalf put your concerns about this issue in writing to [EMPLOYER]
2. Did [EMPLOYER] write to YOU or to anyone acting on your behalf about this issue
3. Did you discuss the issue that led to the application with a manager or senior person at [EMPLOYER]
4. None of these (SINGLE CODED)  
Don't Know

***ORAL DISCUSSION***

{ASK IF D28a= 3}

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

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

***FORMAL MEETING***

## Claimant Questionnaire

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

D5. Still thinking about the time **before** you put in your Employment Tribunal Application, did you go to a formal meeting where you and a manager or senior person at [EMPLOYER] sat down together to discuss the issue that led to your application? [CQD21]

IF YES: Did you just go to one meeting with [EMPLOYER] **before** you put in your Employment Tribunal Application or more than one?

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

### **WRITTEN GRIEVANCE AND DISCIPLINARY PROCEDURES**

{FILTER: CURRENT AND FORMER WORKERS ONLY = CODE 1 AT A18}

D10. As far as you know, did [EMPLOYER] have a **written disciplinary procedure** outlining what would happen if they were not satisfied with your performance or behaviour at work? PROBE AND CHECK WHETHER FORMAL PROCEDURES EXISTED, CODE 'NO' IF NO FORMAL WRITTEN PROCEDURES. [CQDA320]

1. Yes
2. No  
Don't Know

{FILTER: CURRENT AND FORMER WORKERS ONLY = CODE 1 AT A18}

D11. And did they have a **written grievance procedure** outlining what you should do if you had a problem with your work, your 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: IF ANY WRITTEN PROCEDURES – Code 1 at either of D10 or D11}

D12. Did you and your employer follow these written {disciplinary/grievance/disciplinary or grievance} procedures before you put in your application for an employment tribunal? [CQD9]

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

## Claimant Questionnaire

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 PUTTING IN APPLICATION**

{ALL}

- D14. Before putting in your claim for an Employment Tribunal did you inform [EMPLOYER] that you were considering applying for an Employment Tribunal?  
[CQD101 – CQD107]

{IF YES} How did you inform them?

INTERVIEWER: CODE ALL THAT APPLY

1. No, no warning
2. Yes - Face-to face (verbal)
3. Yes - By telephone (verbal)
4. Yes - In writing (letter, fax, email)
5. Yes - 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 your Employment Tribunal Application.

**APPLICATION FORM AND REPRESENTATIVE**

{ALL}

E4. Thinking first about the Employment Tribunal Application **form**, on this **form**, there is the option to name a representative to handle the case on your behalf. Did you, or someone completing the **form** on your behalf nominate a representative on the **form** or was this left blank? [CQE3]

1. Yes, Nominated representative
2. No, left blank  
Don't Know

{FILTER: IF CODE 1 AT E4}

E7. Who was named as your representative?  
PROMPT IF NECESSARY: What was their job title or their relationship to you?

INTERVIEWER: DO NOT USE CODE 6 FOR FAMILY/FRIENDS ACTING IN A PROFESSIONAL CAPACITY (E.G. AS A LAWYER) [CQE4]

4

1. Work colleagues
  2. Trade Union representative/Worker Representative at workplace
  3. Citizens Advice Bureau
  4. Employment Rights Advisor / Employment Consultant
  5. Solicitor, Barrister or some other kind of lawyer
  6. Family or Friends
  7. Equality and Human Rights Commission
  8. Somebody else (SPECIFY)
- Don't Know

**DESIRED OUTCOME**

{ALL}

E8. At the time you put in your employment tribunal application, what were you hoping to achieve by bringing the application PROMPT: Were you hoping to get money, an apology, what were you hoping to get? PROBE: Anything else? [CQE151-CQE1515] 2008

INTERVIEWER: CODE ALL THAT APPLY

## Claimant Questionnaire

1. Old job back (Re-instatement)
2. Another job in the organisation (Re-engagement)
3. Money
4. A reference
5. An apology
6. A letter of explanation
7. Legal fees paid / Costs covered
8. Proving case / proving you were right
9. Justice
10. Other (Specify)  
Don't Know

{FILTER: IF CODE 3 (MONEY) AT E8}

E8a. At the very start of the case, how much money were you hoping to get? [AQE4C / ABE4C] 2008

INTERVIEWER NOTE: IF CODE 7 AT E8, READ OUT "Do not include legal expenses in your calculation".

INTERVIEWER: RECORD AMOUNT. ACCEPT ESTIMATE. IF RECEIVED IN INSTALMENTS PROMPT FOR AN ESTIMATE OF THE OVERALL AMOUNT

Don't Know

{FILTER: IF CODE 3 (MONEY) AT E8}

E8b. What was the lowest amount of money, if any, that you might have been prepared to settle for, at the very start of the case? [AQE4E / ABE4E] 2008

INTERVIEWER NOTE: IF CODE 7 AT E8, READ OUT "Do not include legal expenses in your calculation".

INTERVIEWER: RECORD AMOUNT. ACCEPT ESTIMATE. IF RECEIVED IN INSTALMENTS PROMPT FOR AN ESTIMATE OF THE OVERALL AMOUNT

Don't Know

**RESPONSIBILITY FOR HANDLING CASE ON DAY-TO-DAY BASIS => REPRESENTATIVE**

{ALL}

I'd now like to ask you about any advice, guidance or other assistance you received **after** you put in your Employment Tribunal Application.

E10. So, **after** you put in your Application

## Claimant Questionnaire

Did anyone help you with the day-to-day handling of your case, for example, handling paperwork, answering letters, dealing with the Employment Tribunal, dealing with [EMPLOYER] and so on. Please do not include any assistance you may have had from Acas [CQE5]

IF NECESSARY: This may have been the person who was nominated on the application form or who helped you complete the form.

1. Yes
2. No
- Don't Know

{FILTER: IF HAD HELP WITH DAY-TO-DAY HANDLING- Code 1 AT E10}

E11. Who helped you with the day-to-day handling of your case? [CQE5C01 – CQE5C24]

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

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

1. {IF CODE 1 AT E4: Person nominated on the application form}
2. Work colleague
3. Trade Union representative/Worker representative at workplace
4. Citizens Advice Bureau
5. Employment Rights Advisor / Employment Consultant
6. Solicitor, Barrister or some other kind of lawyer
7. Family or Friends
8. Equality and Human Rights Commission
9. Other (Specify)
- Don't Know

{FILTER: MORE THAN ONE SOURCE OF HELP AT E11}

E12. Who would you say helped you most with the day-to-day handling of your case? [CQE5C2]

INTERVIEWER: CODE LIST – THOSE CODED AT E11  
CODE ONE ONLY

Don't Know

{FILTER: IF 1 AT E10} INTERVIEWER READ OUT: From now on, I will refer to <INSERT MAIN REP FROM E11 OR E12> as your representative

## Claimant Questionnaire

{FILTER: A6=1 OR A7=1 OR A12=3 OR A12=4 OR A13=1- CASE INVOLVED DECISION AT TRIBUNAL}

E14. Did you have anyone to represent you at the full tribunal hearing, that is, to speak on your behalf? [CQE5C3]

1. Yes
2. No
- Don't Know

{FILTER: IF REPRESENTED AT HEARING – CODE 1 AT E14}

E15. Who represented you 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 APPLICATION FORM. IF SO, USE CODE 1}

{IF CODES 2-9 AT E11: PROBE TO ESTABLISH WHETHER SAME PERSON AS HELPED WITH DAY-TO-DAY HANDLING. IF SO, USE CODE 2}

INTERVIEWER: DO NOT USE CODE 10 FOR FAMILY/FRIENDS ACTING IN A PROFESSIONAL CAPACITY (E.G. AS A LAWYER)

[CQE5E]

1. {IF CODE 1 AT E4: Person nominated on the application form}
2. {IF CODES 2-9 AT E11: Person who helped with day-to-day handling of case}
3. Work colleagues
4. Trade Union official
5. Employee Representative
6. Citizens Advice Bureau
7. Employment Rights Advisor / Employment Consultant
8. Solicitor, Barrister or some other kind of lawyer
9. Family or Friends
10. Equality and Human Rights Commission
11. Someone else (SPECIFY)
- Don't Know

{FILTER: IF REP– CODES 1 AT E10 or CODE 1 AT E14}

E16. Why did you use a representative? PROMPT: Because of lack of time, expertise, or some other reason? [AQE5E1 to AQE5E11] 2008

INTERVIEWER: DO NOT READ OUT. PROMPT TO PRE-CODES.

1. Lack of expertise/knowledge
2. Lack of time
3. Someone else suggested using a representative
4. Was a member of the Union

5. Representation was free
6. Other (SPECIFY)  
Don't Know

**MAIN ADVISOR**

{ALL}

E17. Did you go to anyone {IF DAY-TO-DAY REP – CODE 1 AT E10 OR REP AT HEARING – CODE 1 AT E14: else} for advice and guidance after you put in your application? [CQE5C4]

1. Yes
  2. No
- Don't Know

{FILTER: WENT TO SOMEONE (ELSE) FOR ADVICE – CODE 1 AT E17}

E18. 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 APPLICATION FORM. IF SO, USE CODE 1}

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

PROMPT TO PRECODES

1. {IF CODE 1 AT E4: Person nominated on the application form}
2. Work colleagues
3. Trade Union representative/Worker representative at workplace
4. Citizens Advice Bureau
5. Acas help line
6. Acas officer
7. Employment Rights Advisor / Employment Consultant
8. Solicitor, Barrister or some other kind of lawyer
9. Family or Friends
10. Equality and Human Rights Commission
11. Some other source (LABEL REQUIRED FOR TEXT FILL)
12. NO ONE (*Spontaneous only*)  
Don't Know

{FILTER: (MORE THAN ONE SOURCE OF ADVICE AT E18) & (NO DAY-TO-DAY REP - CODES 2 OR 3 AT E10)}

## Claimant Questionnaire

E19. Which of these would you say was your main source of advice or guidance?  
[CQE6B]

INTERVIEWER: CODE LIST – THOSE CODED AT E18  
CODE ONE ONLY

*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: REPRESENTATIVE (CODE 1 AT E10) OR MAIN ADVISOR OTHER THAN Acas AT E18/E19}

{FILTER: IF REPRESENTATIVE (CODE 1 AT E10) INTERVIEWER READ OUT: “Thinking now about the representative who handled your case on a day-to-day basis...”

{FILTER: IF MAIN ADVISOR AT E19 AND NO REPRESENTATIVE (APART FROM ACAS – IF Acas (codes 5 and 6) THEN SKIP E20, E21, E21b E22 INTERVIEWER READ OUT: “Thinking now about your main adviser...”

E20. In which, if any, of the following ways did they help or advise you? Did they ...  
READ OUT ... [CQEGOA – CQEGOF]

INTERVIEWER: CODE YES/NO/DK FOR EACH

- a. Explain the tribunal procedures
- b. Outline the strengths and weaknesses of your case
- c. Outline the pros and cons of settling the case without going to tribunal
- d. Discuss what the tribunal might award you if you won your case
- e. Help you prepare for hearings
- f. Help you in some other way not mentioned

{FILTER: REPRESENTATIVE (CODE 1 AT E10) OR MAIN ADVISOR OTHER THAN ACAS AT E18/E19}

E21. At any time did [your REPRESENTATIVE/ your 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 – E21 = 1}

E21b Did they advise that you were likely to win, likely to lose or did they think your chances were about even? [CQEG1B] 2013

## Claimant Questionnaire

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

{FILTER: REPRESENTATIVE (CODE 1 AT E10) OR MAIN ADVISOR OTHER THAN ACAS AT E18/E19}

E22. 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 ONLY ONE. RESPONDENT MAY MENTION A COMBINATION OF THINGS AS THE ADVICE MAY HAVE BEEN GIVEN AT DIFFERENT TIMES, IN WHICH CASE CODE 4 SHOULD BE USED.

1. Advised to settle
2. Advised to withdraw
3. Advised to go to Hearing
4. Gave different advice at different times
5. No, none of these  
Don't Know

### ***COST OF LEGAL ADVICE OR REPRESENTATION***

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

E24. You said that you had help or advice from ... [CQE12]

INTERVIEWER: LIST SOURCES OF HELP FROM PREVIOUS QUESTIONS E11, E15, E18, EXCLUDING FRIENDS/FAMILY/WORK-RELATED CONTACTS.

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

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

{FILTER: IF HAD ANY FREE HELP OR ADVICE – Codes 2 or 3 at E24}

E25. Who provided you with free help or advice? [CQE12B1 – CQE12B17]

INTERVIEWER: LIST AS AT E24

{ALL}

E30. At the time of the case were you...? [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: IF PAID FOR ANY ADVICE – CODES 1 OR 2 AT E24}

E32. In total how much did **you personally** 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, trade unions or any kind of legal aid. [CQEN4 / CBEN4]

INTERVIEWER: RECORD AMOUNT. ACCEPT ESTIMATE.

Don't Know

### **REASONS FOR NO REPRESENTATIVES**

{FILTER: NO REPRESENTATIVE AT HEARING AT E14 – code 2 at E14}

E34. You said earlier that you didn't have a representative at the full tribunal hearing - why did you decide not have anyone representing you at the hearing? [CQEL21 – CQEL216]

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

### **PASSIVE SOURCES OF INFORMATION**

{ALL}



## Claimant Questionnaire

E38. Can I check, did you use any of the following to find information to help you with your case, either before or after you put in your employment tribunal application, or when you were filling in the application form? READ OUT ... [CQE6B1 – CQE6B24]

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

**MODULE F: ACAS**

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 you sent in your 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** you put in your application? [CQF1]

1. Yes
2. No  
Don't Know

**CONTACT OF REPRESENTATIVE WITH ACAS**

{FILTER: IF HAD ANY ADVICE/REPRESENTATION AT E10}

F8. 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

{FILTER: NO CONTACT BETWEEN CLAIMANT SIDE AND ACAS: CODE 2 AT F2 & (NO REP AT E10 OR CODE 2 AT F8)}

F10. Why did Acas not get involved in the case? Was it because.....? [CQF8]

INTERVIEWER: READ OUT

1. Claimant did not want Acas involved
2. (EMPLOYER) 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 your case (i.e. to withdraw, 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: CONTACT WITH ACAS at F2}

## Claimant Questionnaire

F23 Did the Acas officer explain that there was a possibility that if you lost your case you might be required to pay the employer's legal [TEXT FILL COSTS / EXPENSES]<sup>2</sup>?  
[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 CONTACT WITH ACAS at F2}

F26 Did the Acas officer discuss what the tribunal might award in similar cases?  
[CQF23] 2008

1. Yes
2. No
- Don't know

---

<sup>2</sup> 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.

**OFFERS MADE BY EMPLOYER TO SETTLE CASE**

{FILTER: CASE NOT SETTLED AT A8, A11 AND A12}

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 [EMPLOYER], you or your representative, or Acas. [CQJ0A]

1. Yes
2. No
- Don't Know

{FILTER: IF YES at G1 or CASE SETTLED AT A8, A11 OR A12}

G1c. {CASE SETTLED} You said earlier that you settled your 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. Employer did
3. My representative/adviser did
4. The [EMPLOYER]'s representative/adviser did
5. Acas did
- Don't Know

{FILTER: (IF YES at G1 or CASE SETTLED AT A8, A11 OR A12) AND OFFER NOT PROPOSED BY EMPLOYER AT G1C}

G2. And did [EMPLOYER], or someone acting on their behalf, actually make you an offer to settle the case? [CQJ1]

INTERVIEWER: IF CLAIMANT PROPOSED A SETTLEMENT THEN CHECK WHETHER EMPLOYER ACTUALLY MADE AN OFFER TO CLAIMANT.

1. Yes

2. No  
Don't Know

**FINAL OFFER**

{FILTER: CASE SETTLED – CODES 1 AT A8, A11 OR A12- **OR** OFFER MADE BY EMPLOYER – CODE 1 AT G2}

- G3. What did the final offer consist of? Please tell me about the FINAL offer rather than any previous offers that may have been made. [CQJ41 – CQJ414]

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 G3}

- G4. Was this money that was owed to you, or money as compensation for what you 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 G3}

- G5. How much money were you offered? [CQJ6 / CBFJ6]

INTERVIEWER: RECORD AMOUNT

Don't know

{FILTER: CASE SETTLED – codes 1 AT A8, A11 OR A12}

- G6. Has [EMPLOYER] given you what was agreed yet? [CQJ6B]

[PROMPT IF NECESSARY]: Have they paid the money/given you a job/your job back, provided an apology, etc.

## Claimant Questionnaire

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

{FILTER: CASE SETTLED – CODES 1 AT A8, A11 OR A12-, OR OFFER MADE BY EMPLOYER – CODE 1 AT G2}

G7. At the time the final offer was made did you think that if the case was decided in an Employment Tribunal you would get more, less, or about the same as they had offered you? Or did you think you would lose the case? [CQJ8]

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

{FILTER: NO SETTLEMENT AT A8, A11 OR A12 & OFFER MADE BY EMPLOYER – CODE 1 AT G2}

G8. Why did you decide to reject this offer? [AQJ111 – AQJ1114]

INTERVIEWER: RECORD REPLY

Don't Know

[FILTER: CASE SETTLED CODES 1 AT A8, A11 OR A12}

G11a. Why did you decide to settle your 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

Don't Know

**CASE WITHDRAWN**

{FILTER: CASE WITHDRAWN AT A10 OR A12}

INTERVIEWER: READ OUT

“You said your case was withdrawn, that means no financial or other settlement was made with [EMPLOYER] in this case”

{FILTER: CASE WITHDRAWN AT A10 OR A12}

G12. Why did you withdraw your case?  
[PROBE] Any other reasons? [AQJ131 – AQJ13123]

INTERVIEWER: CODE ALL THAT APPLY

1. Believed could not win case / did not have valid case
  2. Was advised to withdraw
  3. Too much time involved in continuing
  4. Too much stress involved in continuing
  5. Too much fuss / hassle / difficulty involved in continuing
  6. Too much financial cost / expense involved in continuing
- Other (Specify)  
Don't Know



**MODULE H: THE HEARING**

{MODULE FILTER: SETA CASE OUTCOME INVOLVED DECISION AT TRIBUNAL HEARING – A6 = 1 OR A7 = 1 OR A12 = 3 OR 4 OR A13 = 1}

INTERVIEWER: READ OUT:

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

**DURATION OF HEARING**

{FILTER: CASE INVOLVED DECISION AT TRIBUNAL - A6 = 1 OR A7 = 1 OR A12 = 3 OR 4 OR A13 = 1}

H9. How long did the hearing last? [CQL14/CQL14B/CBL14B]  
{IF LESS THAN ONE DAY} Is that more than half a day?

INTERVIEWER: RECORD DURATION IN DAYS. ROUND UPWARDS TO NEAREST HALF DAY.  
IF HALF DAY OR LESS THAN HALF DAY CODE TO 0.5  
IF MORE THAN HALF DAY CODE TO 1 DAY  
ASSUME THAT 1 DAY = 6 HOURS (SO 3 HOURS WOULD BE HALF A DAY OR LESS, 4 HOURS WOULD BE MORE THAN HALF A DAY)

1. ENTER AS NUMBER OF HOURS
  2. ENTER AS NUMBER OF DAYS
- Don't Know

{IF H9 = ENTER AS NUMBER OF HOURS THEN ASK: cq14h}

ENTER NUMBER OF HOURS [cq14h]

Don't Know

{IF H9 = ENTER AS NUMBER OF DAYS THEN ASK: cq14d}

ENTER NUMBER OF DAYS [cq14d]

ASSUME THAT 1 DAY= 6 HOURS.

Don't Know

**EXPERIENCE OF ETS DURING TRIBUNAL**

{FILTER: CASE INVOLVED DECISION AT TRIBUNAL - A6 = 1 OR A7 = 1 OR A12 = 3  
OR 4 OR A13 = 1}

H12. 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 respondent
  3. No, more favourable to [EMPLOYER]
- Don't Know

**TRIBUNAL ORDER**

{FILTER: CLAIMANT WON AT HEARING at A6 = 1 OR A12 = 3}

H13. You said earlier that the tribunal decided in your favour. 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
  3. Money
- Other (RECORD)  
Don't Know

{FILTER: IF MONEY ORDERED – Code 3 at H13}

H14. How much money was [EMPLOYER] ordered to give you in total? [CQL28 /  
CBL28]

INTERVIEWER: RECORD AMOUNT  
Don't Know

{FILTER: IF MONEY ORDERED – Code 3 at H13}

## Claimant Questionnaire

H15. Have you received the money yet? [CQL32]

1. Yes
2. No  
Don't Know

{FILTER: IF YES – CODE 1 AT H15}

H15a. Did you have to take action to try 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 H15}

H15b. Have you taken action to try to obtain payment by registering at the County Court? [CQL36] 2008

1. Yes
2. No  
Don't Know

{FILTER: IF NO – CODE 2 AT H15}

H15c. Have you had contact with [EMPLOYER] to try to obtain payment? [CQL37] 2008

1. Yes
2. No  
Don't Know

{FILTER: IF YES – CODE 1 AT H15}

H16. How many weeks after the hearing was the money paid? CQL32B / CBL32B]

INTERVIEWER: RECORD NUMBER OF WEEKS

Don't Know

**MODULE I: INTERLOCUTORY EVENTS**

**APPEALS AND REVIEWS**

{FILTER: SETA CASE OUTCOME INVOLVED DECISION AT TRIBUNAL HEARING –  
A6 = 1 OR A7 = 1 OR A12 = 3 OR 4 OR A13 = 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: I2=1}

I3. Who made this appeal? Was it you or [EMPLOYER]? [CQKL36]

1. Respondent
2. Employer
- Don't Know

{FILTER: I2=1}

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

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]<sup>3</sup>.

Did you know this when you first put in your application for an employment tribunal? [CQM1]

1. Yes
2. No
- Don't Know

**WARNINGS ABOUT COSTS**

{ALL}

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

1. Yes
2. No
- Don't Know

{ALL}

- J5. And did YOU, or anyone acting for YOU, warn [EMPLOYER] that they might have to pay towards YOUR [TEXT FILL: COSTS / EXPENSES]? [CQM4A]

1. Yes
2. No
- Don't Know

---

<sup>3</sup> 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/WITHDRAWN) & (IF AWARE OF COSTS REGIME BEFORE CASE OR SOME WARNING DURING CASE)}

(A8 = 1 OR A11 = 1 OR A10 = 1 OR A12 = 1 OR 2) AND (J1 = 1 OR J4 = 1)

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

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

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

**COSTS AWARDED BY THE TRIBUNAL**

{FILTER: CASE INVOLVED DECISION AT TRIBUNAL- A6 = 1 OR A7 = 1 OR A12 = 3 OR 4 OR A13 = 1}

J8. Were you awarded your [TEXT FILL: COSTS / EXPENSES] by the tribunal? [CQMN13]

1. Yes
2. No
- Don't Know

**MODULE K: COSTS**

***OTHER FINANCIAL COSTS INCURRED***

{ALL}

- K1. Apart from any direct costs of advice and professional representation, {IF COSTS AWARDED AGAINST CLAIMANT – J8=1: and any [TEXT FILL: COSTS / EXPENSES] awarded against you by the Tribunal}, did your case result in any other financial costs to you personally for... READ OUT [AQN51 – AQN56]

INTERVIEWER: READ OUT AND CODE ALL THAT APPLY

1. Travel
  2. Communication, such as telephone calls and stamps,
  3. Loss of earnings,
  4. Any other financial costs
  5. None
- Don't Know

{FILTER: IF INCURRED TRAVEL COSTS – K1=1}

- K2. About how much did you spend on travel? [AQN7 / ABN7]

INTERVIEWER: RECORD AMOUNT IN POUNDS. ROUND UP TO NEAREST POUND.

Don't Know

{FILTER: IF INCURRED COMMUNICATION – K1=2}

- K3. About how much did you spend on telephone bills, letters and other forms of communication? [AQN8 / ABN8]

INTERVIEWER: RECORD AMOUNT IN POUNDS. ROUND UP TO NEAREST POUND.

Don't Know

{FILTER: IF INCURRED LOSS OF EARNINGS – K1=3}

- K4. About how much did you lose in earnings as a result of this case? [AQN8B / ABN8B]

INTERVIEWER: RECORD AMOUNT IN POUNDS. ROUND UP TO NEAREST POUND.

Don't Know

**TIME SPENT ON CASE**

{ALL}

- K5. Could you estimate the total amount of time that you spent on this case, from when you started to complete the application form until the case finished? Please include time spent travelling, at the hearings, on the telephone or writing letters. PROMPT FOR THE TOTAL TIME THE RESPONDENT ACTUALLY SPENT ON THE CASE, NOT THE TOTAL LENGTH/DURATION OF THE CASE.

ENTER TIME IN HOURS OR DAYS (ONE DAY = 8 HOURS). [AQN9 / AQN9D / AQN9H / ABN9 / ABN9D / ABN9H / ARN9]

CODE HERE WHETHER ANSWERED IN HOURS OR DAYS, THEN CODE VALUE AT NEXT SCREEN OTHERWISE CODE 'DK' HERE

ANSWER IN HOURS

ANSWER IN DAYS

Don't Know

{IF K5 = ANSWER IN HOURS THEN ASK: qn9h}

ENTER ANSWER IN HOURS ON THIS SCREEN. IF LESS THAN 1 HOUR, ENTER 1. [qn9h]

OR GO BACK AND CHANGE ANSWER AT LAST SCREEN

{IF K5 = ANSWER IN DAYS THEN ASK: qn9d}

ENTER ANSWER IN DAYS ON THIS SCREEN [qn9d]

OR GO BACK AND CHANGE ANSWER AT LAST SCREEN

**NON-FINANCIAL COSTS TO CLAIMANT**

{ALL}

- K6. Apart from any financial costs involved, did this case have any other negative effects on you? [AQN10]



## Claimant Questionnaire

1. Yes
2. No  
Don't Know

{FILTER: IF OTHER NON-FINANCIAL COSTS – K6=1}

K7. What other negative effects did the case have on you? [AQN111 – AQN1122]

TYPE IN

Don't Know

**MODULE L: EXPECTATIONS & SATISFACTION WITH OUTCOMES**

**INITIAL EXPECTATIONS**

{ALL}

L1. When you first put in your Employment Tribunal Application form 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

{ALL}

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

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

**OVERALL SATISFACTION**

{ALL}

L8. All things considered, do you feel it was worth your while bringing an employment tribunal application against [EMPLOYER]? [AQP7]

1. Yes
2. No  
Don't Know

**SATISFACTION WITH EMPLOYMENT TRIBUNAL SYSTEM**

{ALL}

## Claimant Questionnaire

L11 Now thinking about the administrative process and procedures involved with your case and NOT the final outcome, 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 L11}

L13 And why do you say you were dissatisfied? [CQP111 – CQP4144] 2008

INTERVIEWER: RECORD RESPONSE

Don't Know

### **SATISFACTION WITH ACAS**

{FILTER – IF F2=YES}

L14 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 you submitted your 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 L14}

L16 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 employer
  5. Other (specify)
- Don't Know

Refused

**MODULE LB: WILLINGNESS TO PAY**

INTERVIEWER READ OUT

“I’d now like to ask you some questions about your opinions on the Employment Tribunal system.

INTERVIEWER READ OUT

“Many public services charge users a fee for their services, including some parts of the justice system. For example family courts charge fees from some users, although some people on low incomes do not have to pay to ensure they can access justice.”

{ALL}

LB11. Thinking about the case you took to an employment tribunal, if you had to pay a fee of £250 for making the application, would this have influenced your decision to go to an Employment Tribunal? [AQP18] 2013

1. Yes
2. No
- Don't Know

{FILTER: IF WOULD HAVE BEEN WILLING TO PAY £250 FOR RECENT APPLICATION AT LB11 (LB11=No)}

LB12. How would you have paid the cost of the fee? [AQP191-AQP197] 2013

INTERVIEWER READ OUT. CODE ALL THAT APPLY

1. Paid from your personal income or savings
2. Borrowed from friends and family
3. Taken out a loan
4. Spent less on solicitors/representation
5. Something else (SPECIFY)
- Don't Know
- Refused

**MODULE N: CLAIMANT DEMOGRAPHICS (2)**

***CURRENT EMPLOYMENT POSITION***

{ALL}

N1. Thinking about your employment **now**, are you...READ OUT [AQQA4101 – AQQA4113]

INTERVIEWER IF ON MATERNITY LEAVE FROM EMPLOYER AND PLANNING ON RETURNING PLEASE CODE AS WORKING,

1. Working for an employer full-time (that is for 30 or more hours per week)
2. Working for an employer part-time (that is for less than 30 hours per week)
3. Self-employed (with or without workers)
4. Unemployed and looking for work
5. Unemployed and not looking for work
6. Retired
7. Student
8. Permanently sick / disabled
9. Temporarily sick (no job to go to)
10. Looking after home  
    Other (SPECIFY)  
    Refused

{FILTER: IF UNEMPLOYED - N1 = 4 OR 5}

N2. How long have you currently been out of work? [AQQA42 / ARQA42/ ABQA42]

INTERVIEWER: ENTER WEEKS. 3 MONTHS = 13 WEEKS. 6 MONTHS = 26 WEEKS.

Don't Know

RECORD ANSWER IN WEEKS OR MONTHS AT NEXT SCREEN.

ENTER IN WEEKS  
ENTER IN MONTHS

{IF N2 = ENTER IN WEEKS THEN ASK: QA42A ELSE ASK: QA42Ai}

ENTER LENGTH OF UNEMPLOYMENT IN WEEKS [AQQA42A]

Don't Know

## Claimant Questionnaire

ENTER LENGTH OF UNEMPLOYMENT IN MONTHS [AQQA42Ai]

Don't Know

{FILTER: FORMER WORKERS AND NOT CURRENTLY WORKING - A19 = 2 AND N1 = NOT 1-3}

N3. Can I check, have you had a paid job since leaving [EMPLOYER]? [AQQA43]

1. Yes
  2. No
- Don't Know

{FILTER: IF FORMER WORKERS AND WORKED FOR SOMEONE ELSE SINCE - IF A19 = NO AND N3 = 1 OR N1 = 1-3}

N4. How long was it between finishing work for [EMPLOYER] and starting in your next job? [AQQA46 / ABQA46]

INTERVIEWER: ENTER WEEKS. 3 MONTHS = 13 WEEKS. 6 MONTHS = 26 WEEKS.

Don't Know

### **CURRENT PAY**

{FILTER: CURRENTLY WORKING- codes 1,2 or 3 at N1}

N5. We would like to ask you about the pay for your current job. Would you like to answer this question weekly, monthly or annually [AQQA411]

INTERVIEWER: CODE WHICH PERIOD WOULD LIKE TO ANSWER IN. IF NO USUAL PAY, RECORD THE PERIOD RESPONDENT CAN GIVE BEST ESTIMATE IN

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

{FILTER: PERIOD RECORDED}

N6. What is the gross pay for your current job, before deductions for tax, national insurance and so on?

RECORD GROSS PAY. [AQQA410 / ABQA410A / ABQA410]]

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 N5/N6}

N6CK1. INTERVIEWER YOU HAVE ENTERED THAT [CLAIMANT]'S GROSS PAY IS £ [GROSS PAY AMOUNT] PER [PERIOD]. PLEASE CHECK WITH THEM THAT THIS IS CORRECT [A411CK1] 2013

1. Yes – this is correct
2. No – this is not correct {Route back to N5}

{FILTER: IF CODED LESS THAN: (£11 PER WEEK) OR (£101 PER MONTH) OR (1001 PER YEAR) AT N5/N6}

N6CK2. INTERVIEWER YOU HAVE ENTERED THAT [CLAIMANT]'S GROSS PAY IS £ [GROSS PAY AMOUNT] PER [PERIOD]. PLEASE CHECK WITH THEM THAT THIS IS CORRECT [A411CK2] 2013

1. Yes – this is correct
2. No – this is not correct {Route back to N5}

{FILTER: PAY NOT RECORDED – REFUSED OR DON'T KNOW AT N5 or N6}

N6B. Could you tell me which of these bands your gross pay for this job, that is your pay before any deductions, fell in to per year? [AQQA411B] 2013

8. Under £10,000
  9. £10,000 - £14,999
  10. £15,000 - £19,999
  11. £20,000 - £24,999
  12. £25,000 - £29,999
  13. £30,000 - £39,999
  14. £40,000 or over
- Don't Know  
Refused

{FILTER: FORMER WORKERS AND CURRENTLY WORKING- code 2 at A19 AND codes 1, 2 or 3 at N1}

N7. And can I check, is this more, less, or about the same as the pay for the job with [EMPLOYER], that is the one related to the Employment Tribunal application?  
[AQQA412]

1. More money
2. Less money
3. About the same
- Don't Know
- Refused

**CURRENT OCCUPATIONAL STATUS**

{FILTER: FORMER WORKERS AND CURRENTLY WORKING – code 2 at A19 AND codes 1, 2 or 3 at N1}

N9. Compared to your former job with [EMPLOYER], would you say the status of your current job is higher, lower or about the same? [AQQA420]

1. Higher level
2. Lower level
3. About the same
- Don't Know

{ALL}

INTERVIEWER READ OUT:

“Finally just a few general questions about you and your background”

**FAMILY**

N11. When you made your application were you...READ OUT [AQQA24]

INTERVIEWER NOTE: A PERSON WHOSE SPOUSE/SAME-SEX CIVIL PARTNER THAT HAS BEEN WORKING AWAY FROM HOME FOR OVER SIX MONTHS, FOR EXAMPLE ON A CONTRACT OVERSEAS OR IN THE ARMED FORCES, SHOULD STILL BE CODED AS MARRIED AND LIVING WITH SPOUSE OR SAME-SEX CIVIL PARTNER IF THE SEPARATION IS NOT PERMANENT

1. Single, that is, never married and never registered in a same-sex civil partnership
2. Married
3. Separated, but still legally married
4. Divorced
5. Widowed
6. In a registered same-sex civil partnership
7. Separated, but still legally in a same-sex civil partnership (*spontaneous only*)



## Claimant Questionnaire

8. Formerly in a same-sex civil partnership which is now legally dissolved (*spontaneous only*)
9. Surviving partner from a same-sex civil partnership (*spontaneous only*)  
Refused

{ALL}

N11b. And may I just check, at the time of your application were you living with someone in same household as a couple? [AQQA57] 2013

1. Yes
2. No  
Refused

{ALL}

N11a. I will now read out a list of terms people sometimes use to describe how they think of themselves. [AQQA47] 2013

INTERVIEWER: READ LIST TO END WITHOUT PAUSING. NOTE THAT 'HETEROSEXUAL OR STRAIGHT' IS ONE OPTION; 'GAY OR LESBIAN' IS ONE OPTION.

As I read the list again please say 'yes' when you hear the option that best describes how you thought of yourself.

1. Heterosexual or Straight
2. Gay or Lesbian
3. Bisexual
4. Other  
Don't Know  
Refused

{ALL}

N12a. And at the time of your tribunal application, did you have any dependent children under the age of 16? [AQQA26]

INTERVIEWER: IF THE RESPONDENT WAS PREGNANT AT THE TIME OF THE APPLICATION DO NOT INCLUDE THIS AS HAVING DEPENDENT CHILDREN.

1. Yes
2. No  
Refused

{FILTER: IF DID HAVE DEPENDENT CHILDREN UNDER 16 - N12 = 1}

N12b. How many did you have? [AQQA48] 2013

IF NECESSARY: HOW MANY DEPENDENT CHILDREN UNDER THE AGE OF 16 AT THE TIME OF YOUR TRIBUNAL APPLICATION

ENTER NUMBER

Refused

{ALL}

N34. And at the time of your tribunal application, did you have any dependent children under the age between 16 and 18 who were still in full time education? [AQQA49] 2013

1. Yes
  2. No
- Refused

{FILTER: IF DID HAVE DEPENDENT CHILDREN 16-18 N12 = 1}

N34B. How many did you have? [AQQA50] 2013

IF NECESSARY: HOW MANY DEPENDENT CHILDREN AGED 16-18 IN FULL TIME EDUCATION AT THE TIME OF THE TRIBUNAL APPLICATION

ENTER NUMBER

Refused

{ALL}

N12c At the time of your tribunal application, did you look after or give any help or support to family members, friends, neighbours or others because of either long-term physical or mental ill-health or disability, or problems related to old age? Do not include anything you do as part of your paid employment.? [AQQA34] 2008

1. Yes
  2. No
- Don't Know

**RECEIPT OF BENEFITS AND HOUSEHOLD INCOME**

{ALL}

N28. When you made your application, were you in receipt of any state benefits? [AQQA51] 2013

## Claimant Questionnaire

INTERVIEWER IF NECESSARY: This could be unemployment related benefits, health and disability benefits, child benefit, pensions etc.

1. Yes
2. No  
Refused

{FILTER: IF IN RECEIPT OF STATE BENEFITS AT N28}

N29. When you made the application, were you in receipt of any of the following benefits? [AQQA521-AQQA5218] 2013

READ OUT

1. Income Support
2. Employment Support Allowance
3. Job-seekers Allowance
4. Pension Credit
5. Working Tax Credit
6. Child Tax Credit
7. Housing benefit
8. Council tax benefit
9. Attendance allowance
10. Severe disablement allowance
11. Carer's allowance
12. Disability living allowance
13. State Pension
14. Child Benefit
15. Other state benefits (specify)  
Don't Know  
Refused

{ALL}

N30. I would also like to know about your [TEXT FILL: AND YOUR PARTNER'S]<sup>4</sup> overall income from all sources during the 12 months before you made your application. This includes earnings from employment or self-employment, income from benefits and pensions, and income from other sources such as interest from savings. Could you please tell me if your JOINT ANNUAL income before any deductions such as income tax or National Insurance was more than £30,000? [AQQA53] 2013

1. Yes
2. No

---

<sup>4</sup> Text fill will appear if N11 = 2 or N11b = 1. Remaining similar text fills in this section at set in the same way.

## Claimant Questionnaire

3. Nothing/no work or scheme (*Spontaneous only*)  
Don't Know  
Refused

{FILTER: IF WAS LESS THAN £30,000 – N30 = NO}

N31. And would you say it was more than £15,000? [AQQA54] 2013

1. Yes  
2. No  
Don't Know  
Refused

{FILTER: IF WAS LESS THAN £15,000 – N31 = NO}

N32. Could you please tell me which of the following categories best describes your [TEXT FILL: AND YOUR PARTNER'S] ANNUAL income before any deductions such as income tax or National Insurance? [AQQA55] 2013

1. Under £5,000  
2. £5,000 - £9,999  
3. £10,000 - £12,999  
4. £13,000 - £14,999  
Don't Know  
Refused

{FILTER: IF WAS MORE THAN £15,000 BUT LESS THAN £30,000 – N31 = YES}

N33. Could you please tell me which of the following categories best describes your [TEXT FILL: AND YOUR PARTNER'S] ANNUAL income before any deductions such as income tax or National Insurance? [AQQA56] 2013

1. £15,000 - £17,999  
2. £18,000 - £19,999  
3. £20,000 - £24,999  
4. £25,000 - £29,999  
Don't Know  
Refused

**EDUCATIONAL QUALIFICATIONS**

{ALL}

N14. When you made your application, did you have any qualifications for which you received a certificate? [AQQA36] 2013

1. Yes
2. No  
Refused

{FILTER: IF CODE 2 AT N14}

N15a. At the time you made your application did you have any professional, vocational or other work-related qualifications?  
[AQQA37] 2013

1. Yes
2. No  
Refused

{FILTER: IF CODE 1 AT N14 OR CODE 1 AT N15A}

N15b. What was your highest qualification when you made your application? Was it...  
[AQQA25] 2013

1. at degree level or above
2. or another kind of qualification?  
Refused

**HEALTH AND DISABILITY**

{ALL}

N17. At the time you applied for the Employment Tribunal, did you have any physical or mental health conditions or illnesses that had lasted or was expected to last for 12 months or more? [AQQA29]

1. Yes
2. No  
Don't Know  
Refused

{FILTER: IF 1 at N17}

## Claimant Questionnaire

N18. At the time you made your application, did your condition or illness/did any of your conditions or illnesses reduce your ability to carry-out day-to-day activities?  
[AQQA210]

1. Yes, a lot
  2. Yes, a little
  3. Not at all
- Don't Know

### **ETHNICITY**

{ALL}

N19. To which of the following groups do you consider you belong? [AQQA23]

READ OUT ...

1. White
  2. Mixed/ Multiple ethnic groups, or
  3. Asian/ Asian British, or
  4. Black/ African/ Caribbean/ Black British, or
  5. Chinese, or
  6. Arab, or
  7. Other ethnic group
- Don't Know  
Refused

### **RELIGION**

{ALL}

N27. What is your religion? [AQQA28]

1. No religion
  2. Christian (including Church of England, Church of Scotland, Catholic, Protestant and all other Christian denominations)
  3. Buddhist
  4. Hindu
  5. Jewish
  6. Muslim
  7. Sikh
  8. Any other religion
- Don't Know  
Refused

**MODULE O: 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”

{ALL}

O2. 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}

O1. Would you be willing for BIS or someone working on behalf of BIS to contact you again in the future to talk about your personal experience of the Employment Tribunal system or other aspects of your working life? [CQR1]

1. Yes
2. No

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