



## University of Nottingham UCU

### Branch guidelines for providing members with casework support for UoN processes

UCU provides members with advice and support when facing difficulty in the workplace. Such support is provided by the local UCU branch in the form of casework and is governed by the following guidelines:

1. Local casework support is provided for difficulties relating to your employment at the University of Nottingham. Casework support includes (but is not limited to) accompaniment and representation during meetings instigated under a formal University (as detailed in the relevant University procedure) or statutory process; advice and support in instigating/responding to grievances; responding to capability and disciplinary issues and navigating other HR policies.
2. You must be a member of UCU to receive caseworker support. In addition, UCU will not normally provide support for matters whose origins predate your membership.
3. Your case will be assigned a local branch caseworker. Although caseworkers are acting as representatives of the union, and not in a personal capacity, these are voluntary roles and that person will also have a 'day' job at the University. Therefore, you should not expect to receive communications outside of the normal working hours and allow appropriate response times.
4. The role of the UCU caseworker is to provide you with advice, support and where agreed, representation. Generally speaking, their role is to support you in resolving the issue. Where the caseworker takes action on your behalf, this will only be with your agreement.
5. Caseworkers provide guidance on how best to handle a situation and do so with the knowledge, experience and training they get from UCU. Their support does not constitute legal advice. Matters that require legal support will be referred using the [UCU legal support scheme](#) or you may be advised to seek independent legal counsel.
6. It is expected you should work with your caseworker and keep them informed of your case. You should maintain an appropriate level of confidentiality about your case to avoid prejudicing others.
7. UCU will also maintain confidentiality of your case; this means a caseworker will only discuss aspects of the case with another UCU officer, caseworker or the UCU regional office for the benefit of the case. Where there are needs to identify underlying patterns such discussions will be done so without identifying specific members.
8. Caseworker advice is given to provide you with the best chance of success. If you consistently act against UCU advice or vexatiously it may mean we can no longer represent or support you.
9. If you have concerns about the casework support you have received (or if you wish to praise the caseworker team) please get in touch with either the branch casework co-ordinator or the branch President.