



5<sup>th</sup> Floor  
Kingsbourne House  
229-231 High Holborn  
London  
WC1V 7DA

## Referral Agency Guide

Tel.: 020 7611 9555

Fax: 020 7611 9551

Email: admin@thefru.org.uk

Registered Charity No: 295952

Office hours: 9:00 a.m. to 6:00 p.m. Monday to Friday  
(Closed between 9am-12noon on Wednesday)

### What we do

- We represent clients at tribunals or negotiate settlements
- Clients are those who cannot afford legal representation
- Volunteers are senior law students and junior lawyers

### Tribunals and panels where we work

- Employment
- Social Security and Child Support
- Criminal Injuries Compensation
- Appeals on these to EAT / Upper Tier
- Employer's internal hearings
- Fitness to practice panels

### Geographical area

- Greater London to M25
- Some cases taken further out, e.g. Bedford, Reading, West Sussex, Hampshire
- Nottingham area (see website)

### When to refer a case

- When a date has been set for the hearing, not earlier, except ...
- ... For EAT and Upper tier only, when the appeal has been lodged
- Always be received at least 14 clear days before the hearing commences. i.e. A hearing on Monday 28 November needs to be received by Monday 14<sup>th</sup> November. Cases with less will not be accepted

### What makes cases most likely to be picked up?

- 1-day and shorter employment cases (almost 100% are taken)
- Cases in Greater London
- Plenty of time before hearing

### What to send us

Please send us **all** the following; without it, we cannot process the case:-

- The referral form (single-sided copies):-
  - Fully completed,
  - Including signed client declaration section
  - With as many client contact details as possible
  - And a brief factual summary of the case

AND for:

- Employment,  
(A **photocopy** of):-
  - ET1 - all pages, even if blank
  - ET3 if lodged – all pages, even if blank
  - Notice of hearing
  - Any tribunal decisions/orders
- Social Security and Criminal Injuries,  
(A **photocopy** of):-
  - Bundle from DWP or Authority
  - Any supporting documentation (saying whether or not already submitted to tribunal)

**Note, we do not accept originals; we do not take cases listed on Saturdays**

### What happens when we receive a case

- We acknowledge, to the referral agency, receipt of all cases by email only
- We do not guarantee representation
- Volunteers select cases that fit their expertise and their diaries
- We accept no responsibility until the client has been offered and accepted representation by us
- Volunteer will telephone you when client has accepted representation; phoning for updates is unnecessary