

## Case Study - Customer Dispute – *Employment tribunal avoided*

Kath runs a private nursing home.

She received a letter from an employment tribunal from an ex-member of staff. The member of staff was claiming constructive dismissal over being disciplined for misconduct. The member of staff subsequently resigned as they felt their position had become untenable.

As this was the first time Kath had received a letter from the employment tribunal, she contacted the **ARAG legal helpline (which provides 24hr access to a legal adviser)**. The legal advisor walked Kath through the process and explained how she should respond to the employment tribunal in the first instance. The legal adviser also helped Kath to make a claim through her Legal Expenses Policy so that a solicitor could be appointed to support Kath with the ongoing dispute.

The solicitor helped broker mediation between Kath and the ex-employee and an outcome was agreed before the tribunal started.

Kath said “Having this support really helped me. I was extremely stressed and worried but ARAG helped me throughout, I am extremely grateful and it was an amazing experience”.



### Legal Advice Helpline

If you are having an issue with an employee or ex-employee our experienced telephone advisers can provide practical advice, suggest next steps and guide you through the legal process, **24 hours a day, 365 days a year**.



### Online Legal Documents & Guides

**ARAG Businesslaw** contains a range of how-to business and legal step-by-step **tools, guides, document templates**, interactive checklists, infographics and videos.



### Make a Claim

Our policyholder was right to contact their legal expenses insurance to discuss **mediation in the first instance**. However, they needed to make a claim to provide further support.