

Partner Training – Employment tribunals



HM Courts &
Tribunals Service

Employment tribunals – Network Partner Training Guide

In this presentation



1. Introduction to employment tribunal
2. What is an employment tribunal?
3. Supporting users to take a claim to employment tribunal
4. Potential service user vulnerabilities

5. Before you can start a claim at employment tribunal

6. ET1 Form Portal
Starting a claim
at employment tribunal

7. Using the IDAM account to progress the case

8. Viewing the employer's response

9. Viewing the claim in progress

10. Communicating with the tribunal

11. ET3 Form Portal

12. ET1 Legacy Form
& ET3 – Legacy

01

Introduction to employment tribunals



Key partner role

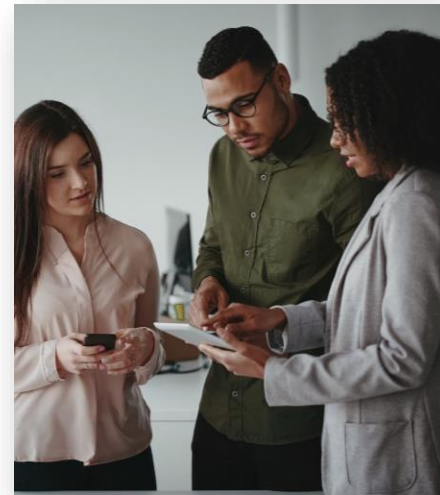
The HMCTS National Digital Support Service, run in partnership with We Are Group, is extending the support offered to include starting or responding to a claim to an employment tribunal and uploading documents, as well as steps later in the process like viewing the employer's response, downloading documents, viewing details of their hearings, and contacting the tribunal before the hearing.

This means that you need to be ready to support those who need help to access these new services. As a partner, your role is to support users through the procedural journey of the **Employment Tribunal (ET1 & ET3)** online forms.

You can help by:

- Explaining the steps of the online form
- Supporting users to gather documentation
- Supporting the user to explain their application or response
- Making sure users understand what happens next

Only qualified professionals (e.g. solicitors or registered advocates) can offer legal advice or represent at hearings.



Common input methods found on Gov.uk forms

Select all that apply to you

☐

A different type of chair

For example, a chair with back support

☐

Accessible toilet

☐

Guiding in the building

Your current postcode

[I live outside the UK](#)

Continue

Current postcode

CV1

Select an address

WE ARE GROUP, FRIARS HOUSE, MANOR HOUSE DI

[I cannot find the address in the list](#)

Upload a document

When uploading documents, name the files clearly. For example, position-statement.doc. Files must end with JPG, BMP, PNG, TIF, PDF, DOC or DOCX.

Files uploaded

No files uploaded

Choose File No file chosen

Upload file

Multiple choice (radio buttons / checkboxes)

What it is: User selects one or more answers from a list.

Partner tip: Read all options aloud for accessibility. Clarify where multiple selections are allowed.

Free text boxes

What it is: Open fields where users can type explanations, names, or additional information.

Partner tip: Users should explain things in plain language. Offer to type if they dictate and consent.

Drop-down menus

What it is: Click-to-expand menus with a list of predefined options.

Partner tip: Make sure users scroll fully through the list. Explain unfamiliar terms as needed.

File upload

What it is: Users can attach supporting documents.

Partner tip: Check files are in supported formats (PDF, Word, JPEG, etc.). Ensure filenames are clear and professional.

Common input methods found on Gov.uk forms (continued)

Your date of birth
For example, 31 3 2016

Day Month Year

Date Selectors

What it is: Date-picking tools (e.g. calendar pop-ups or input boxes) used for deadlines or decision dates.

Partner tip: Confirm correct format (day/month/year). Cross-check dates in documents to avoid errors.

Ask the court to deliver papers to the other party

Upload your application

You will need to fill in the form D89 and upload it when submitting this request.

Have you already completed the D89 form?

☐ Yes ☐ No

[Continue](#) [Cancel](#)

Yes/No Toggle Questions

What it is: Simple binary questions throughout the form.

Partner tip: Ensure users have read the page fully before they make a decision.

Email address

Read our [privacy policy](#) and [terms and conditions](#)

[Continue](#)

Email Verification Fields

What it is: Email entry followed by a confirmation code or verification link.

Partner tip: Ensure users have live access to their email during the session. Offer help navigating between browser tabs if needed.

Important

You must give the document to the other party

You can do this by sending it to the party's legal representative if they have one, or by posting or emailing the document directly to the party.

[Close and return to case overview](#) [Upload another document](#)

Buttons

What it is: Clickable elements used to take action in the form — e.g. to continue, go back, upload files, save progress, or submit the application or response.

Partner tip: Explain what each button does before clicking. Make sure required fields are completed to avoid errors when clicking “Continue” or “Submit.”

02

What is an employment tribunal?



What is an employment tribunal?

A user may need help to start a claim at an employment tribunal. Employment tribunals deal with workplace disputes.

Someone might take a case to the employment tribunal if:

- They have not been given the rights and pay as described in their contract.
- They have been badly treated at work, such as being discriminated against or harassed.
- They have not been paid correctly, including redundancy pay.
- They have unfairly lost their job or have been treated so unfairly they felt they had to quit.
- They have not been allowed their rights as a pregnant member of staff or a parent.

People usually take the organisation they work for (or did work for) to tribunal, but they can also take an employer they applied for a job with, or their trade union. For more information about taking a case to a tribunal, see Advicenow's [How to go to an employment tribunal](#).

If you are completing a **remote** support session, the user needs to have their own device. Your role is to verbally walk them through the process step by step. You cannot fill the form in on behalf of the remote user.

03

Supporting users
to take a claim to
employment
tribunal



Supporting users to take a claim to employment tribunal

Support with smaller tasks in the process will mostly be provided over the phone by We Are Group staff. Small tasks include viewing updates, logging in, and resetting a password.

Longer tasks will usually require face-to-face appointments with partner centres. Longer tasks include starting an employment tribunal claim (this is quite a long process and may take more than one appointment) and making applications to the tribunal once the case has started (for example to ask the employer to provide evidence requested, or follow the tribunal's orders).

If you are completing a remote support session, the user needs to have their own device. Your role is to verbally walk them through the process step by step. You CANNOT fill the form in on behalf of the user.

This training will focus mainly on the longer tasks that you will be providing support for.

Supporting users to take a claim to employment tribunal

The user will need to have brought their Acas early conciliation number with them, unless they are exempt. The number is on the early conciliation certificate. This should have been explained to them when they booked the appointment.

The only exemptions are:

- If the user is making a claim with another person who already has an Acas early conciliation number
- Acas do not have the power to provide early conciliation on some or all of their claim
- The organisation or person the claim will be made against has already been in touch with Acas
- They are making an unfair dismissal claim which includes a claim for interim relief (this can only be requested in very specific circumstances and only within 7 days of being unfairly dismissed).

If one of the above exemptions does not apply, they will not be able to start a claim until they have the Acas number.

04

Potential service user vulnerabilities



Potential service user vulnerabilities

Disputes

Users will have been through a difficult experience and are likely to be **feeling unhappy and frustrated** about having to take a case to tribunal.

Making it clear that you empathise with them (and recognise how frustrating it is) will help.

Stress

They may be feeling **stressed** about starting this complicated legal process. If they have experienced discrimination they may be feeling particularly unhappy or angry about their treatment.

Asking if they have found it stressful, empathising, making them feel supported will help.

Time limits

There are time limits for starting a case at employment tribunal and if their's is close this could increase their **stress**.

Making it clear that you understand and will support them to meet the deadline will help.

Confidence

The idea of being involved in a court process can be **intimidating** and could present as **low confidence or mood**. It might also make them **worried** and dithery about each choice.

Being patient and reassuring will help. Remind them they might be able to settle before the hearing.

Wait times

Users are likely to want to reach a resolution as quickly as possible, so are likely to show **impatience or anxiety** about the long wait for a hearing.

Recognise these issues as a problem and remind them that lots of people resolve the dispute before a hearing. On the upside, the wait will give them time to organise their argument and evidence.

05

**Before a user
can start a
claim at the
employment
tribunal**



Before a user can start a claim at the tribunal

Time limits

There are time limits for taking a case to the employment tribunal.

You usually need to start your case **within 3 months of the thing you are complaining about**.

So, if the user thinks they have been unfairly dismissed (sacked) they have 3 calendar months minus one day from your last day of work. If they are complaining about ongoing behaviour (for example, [bullying or harassment](#)), they need to start the case within 3 calendar months minus one day of the *last time* this happened.

If the user's case is about [redundancy pay](#) or [equal pay](#), they have to start their case within 6 months. That is 6 months minus one day.

There are exceptions to this, so if they think they are too late, tell them to get advice. [Acas helpline](#) will be able to advise on this. Acas are an organisation funded by the government to help resolve workplace disputes.

Before a user can start a claim at the tribunal

Inform Acas

The user must tell Acas that they want to take a case to the employment tribunal before they can start a case. The 3 or 6 months time limit is paused when they tell Acas you want to take a case to the employment tribunal to allow time for 'early conciliation'.

If a user has not already informed Acas explain that they need to using [Acas' online form](#).

The user then has a choice about whether they try early conciliation or not. Early conciliation is when Acas speak to both sides on the phone to see if you could come to an agreement. It usually takes place over 6 weeks. Any agreement come to through Acas is legally binding, which means both sides have to stick to it. It is a good idea to try early conciliation if their employer is willing. (Not all employers are willing, but they may be more willing once the case has started.)

If they don't reach an agreement, Acas will provide them with a number on an 'early conciliation certificate'. You need that number to start a case at the employment tribunal. In most cases you must do it within one calendar month.

Before a user can start a claim at the tribunal

If they are still employed

If they are still employed, they are supposed to try to sort out any problems directly with their employer before they start a claim at employment tribunal.

They can do this by speaking to their manager or someone else [about the problem informally](#) or [using their employer's formal grievance procedures](#).

The only reason not to do this would be if the time limit for starting a case at the employment tribunal was nearly up. (If this is the case and they have not yet told Acas, they should tell Acas they want to take a case to the employment tribunal as that stops the clock.)

They can start a case without having complained to the employer first. But if the tribunal decides it was unreasonable of them not to have followed their employer's grievance procedure (or disciplinary procedure if that is appropriate), any compensation they win could be reduced by up to 25%.

06

Starting a claim at an employment tribunal

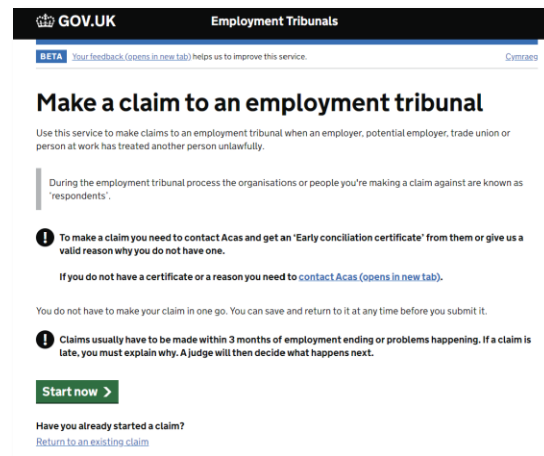


Starting a claim at an employment tribunal

The first few screens will be familiar. They just help the user set up their account, or ask for basic details like their name, contact details and preferences.

NB: Their case is only started when they press the 'submit' button and get the 'your claim has been submitted' confirmation screen.

Next you get to a screen reminding the user what minimum information they need to have with them. They should have been told to bring all this with them when making the appointment.

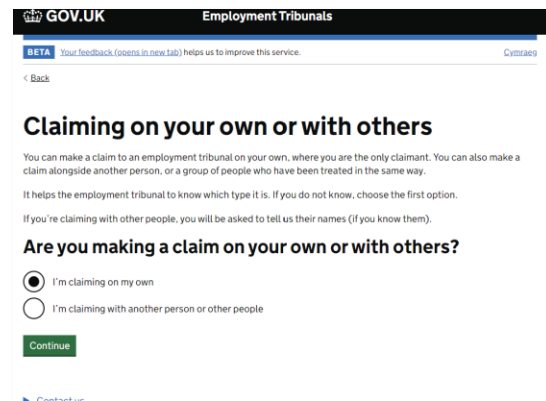


Starting a claim at an employment tribunal

The applications asks if users are representing themselves or have a representative. Reassure the user that the employment tribunal is used to people representing themselves. They might be able to find someone to advise or help them after their appointment today – refer them to local services or send them a link to Advicenow's [How to find free legal advice about an employment problem](#).

Next you are asked if they are claiming on their own or with others. They might claim with others if the same unlawful thing that happened to them, happened to lots of people. They could also take separate claims and ask for the tribunal to deal with all the cases together. They should not add anyone else to a claim without their express agreement.

Then you need to confirm whether they are taking the case in England and Wales or Scotland.



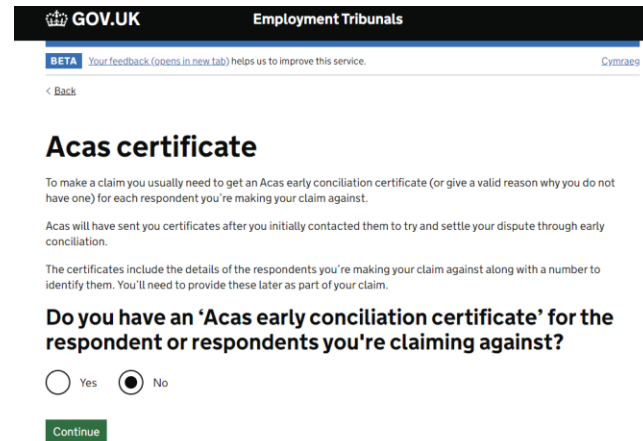
The screenshot shows the GOV.UK 'Employment Tribunals' page. At the top, there's a 'GOV.UK' logo and 'Employment Tribunals' title. Below that, a 'BETA' banner with a feedback link is visible. The main heading is 'Claiming on your own or with others'. The text explains that users can claim on their own or with others. It then asks 'Are you making a claim on your own or with others?' with two radio button options: 'I'm claiming on my own' (selected) and 'I'm claiming with another person or other people'. A green 'Continue' button is at the bottom.

Starting a claim at an employment tribunal

Next you have to confirm that you have the Acas early conciliation certificate for everyone you wish to take the claim against. If the user wishes to take a claim against two people or organisations (for example, the agency they work for and the organisation they placed them with) they will need to have completed early conciliation with both.

Very few people will not need an Acas early conciliation certificate. The next screen details the few exceptions.

If a user has not already informed Acas explain that they need to. They can do this using [Acas' online form](#).



GOV.UK Employment Tribunals

BETA Your feedback (opens in new tab) helps us to improve this service. Cymraeg

< Back

Acas certificate

To make a claim you usually need to get an Acas early conciliation certificate (or give a valid reason why you do not have one) for each respondent you're making your claim against.

Acas will have sent you certificates after you initially contacted them to try and settle your dispute through early conciliation.

The certificates include the details of the respondents you're making your claim against along with a number to identify them. You'll need to provide these later as part of your claim.

Do you have an 'Acas early conciliation certificate' for the respondent or respondents you're claiming against?

☐ Yes ☒ No

Continue

Starting a claim at an employment tribunal

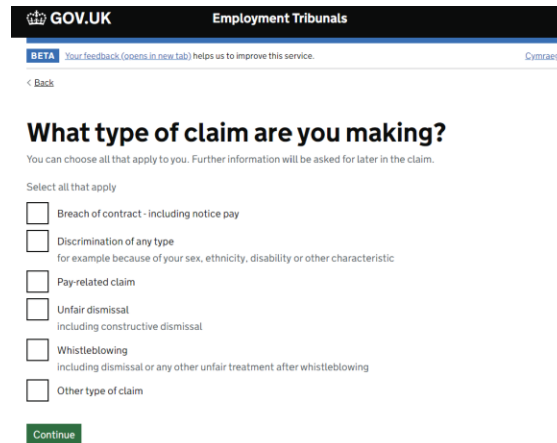
Next you are asked what type of claim they are making.

This is an important question.

If they need help working out which type of claim they have, look back at slide 7 or [Can I go to an employment tribunal.](#)

Select all that apply – it is quite hard to add something later.

Next you create an account and log in. If you stop before this none of your answers are saved and you will have to start again.



The screenshot shows the GOV.UK 'Employment Tribunals' page. At the top, there's a header with the GOV.UK logo and the title 'Employment Tribunals'. Below this, a blue bar contains the word 'BETA' and a feedback link. A breadcrumb trail shows '< Back'. The main heading is 'What type of claim are you making?'. Below this, a note states: 'You can choose all that apply to you. Further information will be asked for later in the claim.' The instruction 'Select all that apply' is followed by a list of claim types, each with an unchecked checkbox: 'Breach of contract - including notice pay', 'Discrimination of any type for example because of your sex, ethnicity, disability or other characteristic', 'Pay-related claim', 'Unfair dismissal including constructive dismissal', 'Whistleblowing including dismissal or any other unfair treatment after whistleblowing', and 'Other type of claim'. At the bottom of the list is a green 'Continue' button.

Starting a claim at an employment tribunal

Once you are logged in, you come to a screen like this that lists the remaining steps to making your claim.

We have broken up our guidance in the same way.

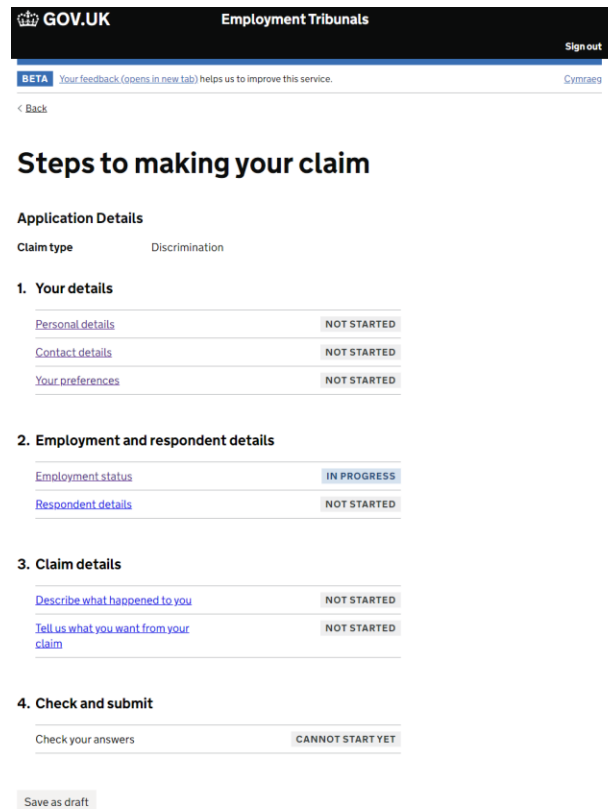
Your details

Employment and respondent details

Claim details

There is a check your answers screen before you submit, so that you can go back and change anything you need to before you submit. This means that if they aren't sure of something now, you can still make progress and finalise the claim later/another day.

There are also some questions marked 'optional' – you can either complete these now or after they submit their claim.



GOV.UK Employment Tribunals Sign out

BETA Your feedback (opens in new tab) helps us to improve this service. Cymraeg

< Back

Steps to making your claim

Application Details

Claim type Discrimination

1. Your details

Personal details	NOT STARTED
Contact details	NOT STARTED
Your preferences	NOT STARTED

2. Employment and respondent details

Employment status	IN PROGRESS
Respondent details	NOT STARTED

3. Claim details

Describe what happened to you	NOT STARTED
Tell us what you want from your claim	NOT STARTED

4. Check and submit

Check your answers	CANNOT START YET
--------------------	------------------

Save as draft

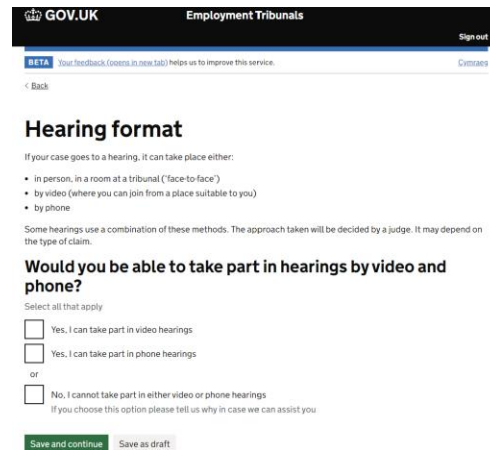
Starting a claim at an employment tribunal

Your details

You are asked some basic questions about their personal details, communication preferences etc.

The first question you come to that might cause the user some concern is about hearing format. You are asked if they would be able to take part in hearings by video or phone.

Most users find video hearings easier to follow than phone hearings but they will have to have a good internet connection and a computer.



The screenshot shows the 'Hearing format' section of the GOV.UK Employment Tribunals service. At the top, there is a header with the GOV.UK logo, 'Employment Tribunals', and a 'Sign out' link. Below this is a 'BETA' banner with a feedback link. The main heading is 'Hearing format'. A sub-heading states: 'If your case goes to a hearing, it can take place either:'. This is followed by a bulleted list: 'in person, in a room at a tribunal ("face-to-face")', 'by video (where you can join from a place suitable to you)', and 'by phone'. A note explains that some hearings use a combination of these methods and the approach is decided by a judge. The next section is titled 'Would you be able to take part in hearings by video and phone?'. It asks the user to 'Select all that apply'. There are three checkboxes: 'Yes, I can take part in video hearings', 'Yes, I can take part in phone hearings', and 'No, I cannot take part in either video or phone hearings'. The 'No' option includes a sub-question: 'If you choose this option please tell us why in case we can assist you:'. At the bottom, there are two buttons: 'Save and continue' and 'Save as draft'.

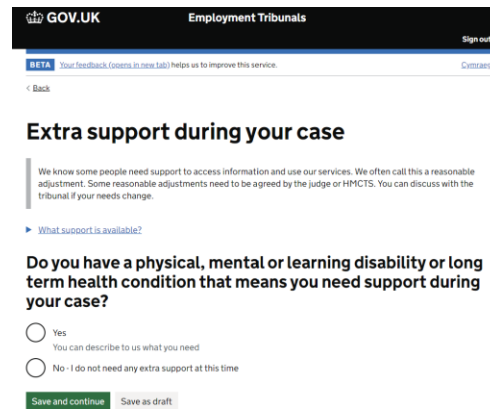
Starting a claim at an employment tribunal

You are asked if they will need extra support during their case.

If they do have a disability, be sure to think through what help they might need.

- Will they need documents in a different format?
- A hearing loop or sign language interpreter?
- Will they need the hearing to be held in a wheelchair accessible space?
- Will they need extra breaks or shorter days?

After this you are asked if you have finished this section. If you need to return to it to change something, select no, otherwise it will mark it as completed. (You can still change your answers but you won't be reminded to).



The screenshot shows the 'GOV.UK Employment Tribunals' interface. At the top, there's a header with the GOV.UK logo, 'Employment Tribunals', and a 'Sign out' link. Below this is a 'BETA' banner with a feedback link and a 'Continue' button. The main heading is 'Extra support during your case'. A note explains that the service is for people needing support to access information and use services, and that reasonable adjustments need to be agreed by the judge or HMCTS. A link 'What support is available?' is provided. The main question is 'Do you have a physical, mental or learning disability or long term health condition that means you need support during your case?'. There are two radio button options: 'Yes' (with a subtext 'You can describe to us what you need') and 'No - I do not need any extra support at this time'. At the bottom, there are two buttons: 'Save and continue' (highlighted in green) and 'Save as draft'.

Starting a claim at an employment tribunal

Employment details

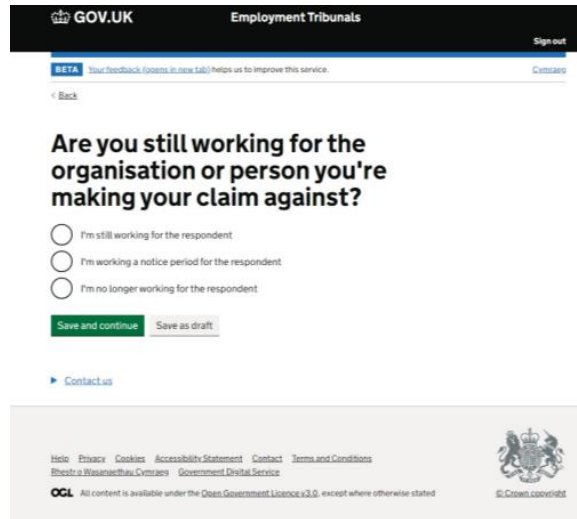
The next section covers the user's employment details.

The first question asks if they worked for the organisation they are making the claim against, and then if they are still working for the organisation or the person they are claiming against.

Depending which option the user chooses from the 3 provided, they will need to answer further questions to find out:

- if their written contract was in weeks or months,
- what their average weekly hours were; and
- what the amount of their pay and any pension contributions was.

These questions are optional, but it will help if the user can provide as much information as possible.

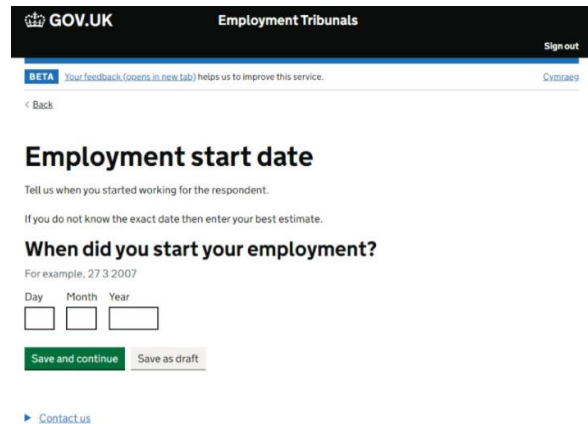


The screenshot shows the GOV.UK Employment Tribunals interface. At the top, there's a header with the GOV.UK logo and 'Employment Tribunals' text, along with a 'Sign out' link. Below the header, a blue bar indicates 'BETA' and provides feedback information. A 'Back' link is visible. The main heading asks 'Are you still working for the organisation or person you're making your claim against?'. There are three radio button options: 'I'm still working for the respondent', 'I'm working a notice period for the respondent', and 'I'm no longer working for the respondent'. Below these are 'Save and continue' and 'Save as draft' buttons. A 'Contact us' link is at the bottom. The footer contains links for 'Help', 'Privacy', 'Cookies', 'Accessibility Statement', 'Contact', 'Terms and Conditions', 'Request a Review', 'Feedback', and 'Government Digital Service'. It also includes the OGL logo and a statement about the Open Government Licence v3.0, except where otherwise stated. The Royal Coat of Arms and '© Crown copyright' are also present.

Starting a claim at an employment tribunal

When asked to give the employment start date, you may need to check first whether the user's organisation had been taken over by another company while they were working there (or if they had been [TUPE'd](#) to another organisation).

If they say yes to this, you need to check what date they started at their *first* organisation (before the changeover happened) and input that one on this page.



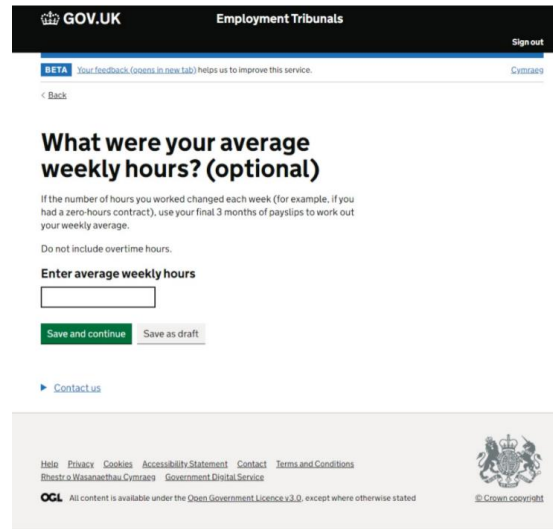
The screenshot shows the 'Employment Tribunals' section of the GOV.UK website. At the top, there's a header with the GOV.UK logo, 'Employment Tribunals', and a 'Sign out' link. Below this is a blue bar with 'BETA' and a feedback link. A '< Back' link is on the left. The main heading is 'Employment start date', followed by instructions to tell the start date or provide a best estimate. The question 'When did you start your employment?' is displayed, with an example date '27 3 2007'. Below this are three input boxes for 'Day', 'Month', and 'Year'. At the bottom are two buttons: 'Save and continue' (in green) and 'Save as draft' (in grey). A 'Contact us' link is at the very bottom.

Starting a claim at an employment tribunal

If the user is still working for the employer, the next question will ask if they have a written contract with a notice period.

If they do have a written contract, but don't know how long the notice period is OR if they are not sure whether they have a written contract, the user will then be asked what their average weekly hours were.

If their earnings varied each week, work this amount out by taking the average of the pay received in the last 12 weeks of employment. (You do this by adding up everything they earned in the 12 weeks and dividing it by 12).



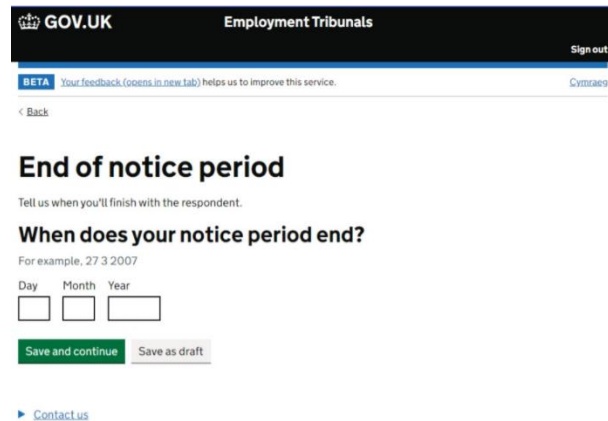
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Starting a claim at an employment tribunal

If they have already handed in their notice to the employer, they need to state in this section what the end date of the notice period will be.

It is important to check this date is correct as it will be the last date of their employment.

The start and end dates of employment are important as certain employment rights are only available to people have been employed for more than 2 years.



The screenshot shows the 'End of notice period' section of the GOV.UK Employment Tribunals online form. At the top, there is a black header with the GOV.UK logo and 'Employment Tribunals' text, and a 'Sign out' link. Below this is a blue banner with 'BETA' and a feedback link. The main heading is 'End of notice period' with the instruction 'Tell us when you'll finish with the respondent.' The question is 'When does your notice period end?' with an example 'For example, 27 3 2007'. There are three input boxes for 'Day', 'Month', and 'Year'. Below the boxes are two buttons: 'Save and continue' (green) and 'Save as draft' (grey). At the bottom, there is a blue link for 'Contact us'.

Starting a claim at an employment tribunal



If they have already left their employment, the user needs to state in this section what date they finished working for the employer.

Again, this date is important to check.

A screenshot of the GOV.UK 'Employment Tribunals' service. The header shows 'GOV.UK' and 'Employment Tribunals' with a 'Sign out' link. A 'BETA' banner indicates that feedback helps improve the service. The main heading is 'Employment end date' with the instruction 'Tell us when you finished with the respondent.' Below this is the question 'When did your employment end?' with an example 'For example, 27 3 2007'. There are three input boxes for 'Day', 'Month', and 'Year'. At the bottom are two buttons: 'Save and continue' (in green) and 'Save as draft' (in grey). A 'Contact us' link is at the very bottom.

GOV.UK Employment Tribunals Sign out

BETA Your feedback (opens in new tab) helps us to improve this service. Cymraeg

< Back

Employment end date

Tell us when you finished with the respondent.

When did your employment end?

For example, 27 3 2007

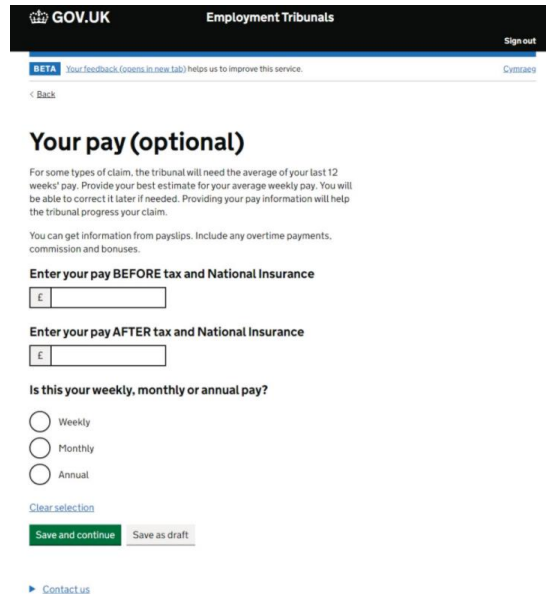
Day Month Year

Save and continue Save as draft

[Contact us](#)

Starting a claim at an employment tribunal

You are asked about their pay. The user can find details of their pay before tax and after tax, and the frequency of their wage payments on their recent payslips.



The screenshot shows the 'Your pay (optional)' section of the GOV.UK Employment Tribunals form. At the top, there's a header with the GOV.UK logo, 'Employment Tribunals', and a 'Sign out' link. Below this is a 'BETA' banner with feedback information and a 'Contact us' link. The main heading is 'Your pay (optional)'. A paragraph explains that the tribunal needs the average of the last 12 weeks' pay. Below this, there's a note about including overtime, commission, and bonuses. The form has two input fields: 'Enter your pay BEFORE tax and National Insurance' and 'Enter your pay AFTER tax and National Insurance', each with a pound sign icon and a text box. There are three radio button options for payment frequency: 'Weekly', 'Monthly', and 'Annual'. A 'Clear selection' link is below the radio buttons. At the bottom, there are two buttons: 'Save and continue' (in green) and 'Save as draft' (in grey). A 'Contact us' link is at the very bottom.

GOV.UK Employment Tribunals Sign out

BETA Your feedback (opens in new tab) helps us to improve this service. Contact us

< Back

Your pay (optional)

For some types of claim, the tribunal will need the average of your last 12 weeks' pay. Provide your best estimate for your average weekly pay. You will be able to correct it later if needed. Providing your pay information will help the tribunal progress your claim.

You can get information from payslips. Include any overtime payments, commission and bonuses.

Enter your pay BEFORE tax and National Insurance

£

Enter your pay AFTER tax and National Insurance

£

Is this your weekly, monthly or annual pay?

☐ Weekly

☐ Monthly

☐ Annual

[Clear selection](#)

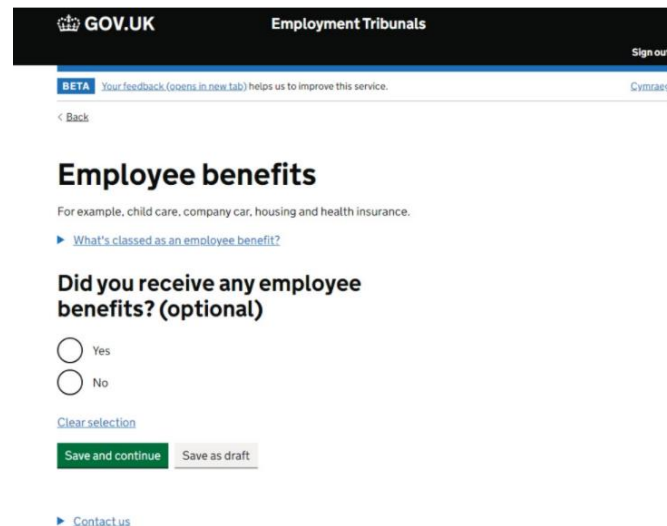
[Save and continue](#) [Save as draft](#)

[Contact us](#)

Starting a claim at an employment tribunal

There are then further optional questions about any contributions the employer might have made into the user's pension, or any employee benefits provided with the job - for example, medical insurance or company car.

For users who have already left the employer, there are additional questions about whether they have started a new job and, if so, when.



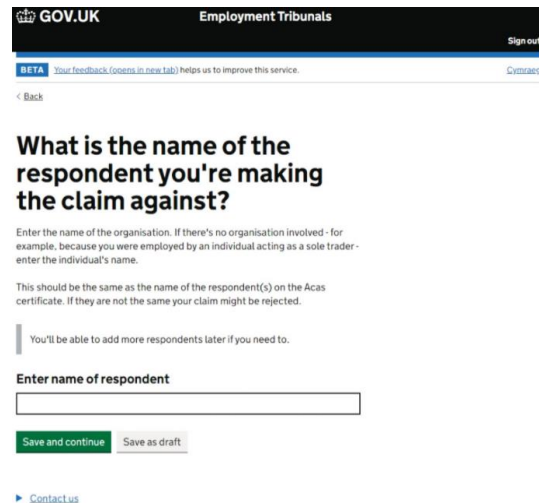
The screenshot shows the 'Employee benefits' section of the GOV.UK Employment Tribunals form. At the top, there's a black header with the GOV.UK logo and 'Employment Tribunals' text, and a 'Sign out' link. Below this is a blue bar with 'BETA' and a feedback link. A '< Back' link is on the left. The main heading is 'Employee benefits' in bold. Below it, a note says 'For example, child care, company car, housing and health insurance.' A link 'What's classed as an employee benefit?' is provided. The question 'Did you receive any employee benefits? (optional)' is followed by two radio button options: 'Yes' and 'No'. There is a 'Clear selection' link and two buttons: 'Save and continue' (green) and 'Save as draft' (grey). At the bottom, a 'Contact us' link is visible.

Starting a claim at an employment tribunal

The next section deals with the Respondent's details. The respondent is usually the organisation the user worked for.

It is very important that the name of the organisation, or the person's name, is given correctly here. The respondent's name should be exactly the same as the name given on the Acas early conciliation certificate.

For more information about who you can name as a respondent, see [Before you can start a case at employment tribunal](#).



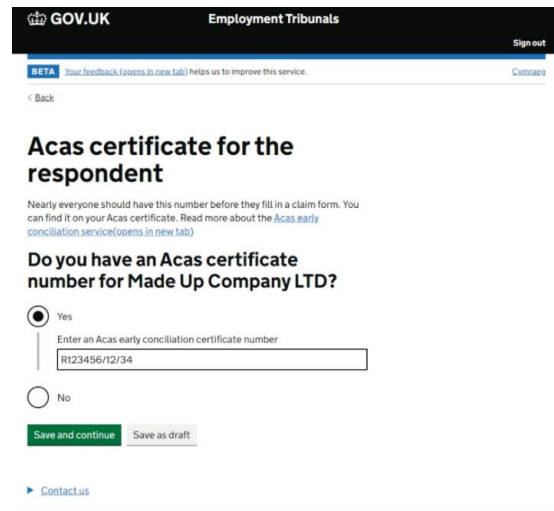
The screenshot shows the GOV.UK Employment Tribunals interface. At the top, there's a header with the GOV.UK logo, 'Employment Tribunals', and a 'Sign out' link. Below this is a 'BETA' banner with a feedback link. The main heading is 'What is the name of the respondent you're making the claim against?'. The instructions state: 'Enter the name of the organisation. If there's no organisation involved - for example, because you were employed by an individual acting as a sole trader - enter the individual's name.' A note below says: 'This should be the same as the name of the respondent(s) on the Acas certificate. If they are not the same your claim might be rejected.' A vertical bar on the left indicates progress, and a message says: 'You'll be able to add more respondents later if you need to.' The form has a label 'Enter name of respondent' above a text input field. At the bottom of the form are two buttons: 'Save and continue' (in green) and 'Save as draft' (in grey). A 'Contact us' link is at the very bottom.

Starting a claim at an employment tribunal

After providing the full business address details for the employer, the user will need to add the Acas early conciliation certificate number.

It is very important to double check that the Acas number is inputted correctly here.

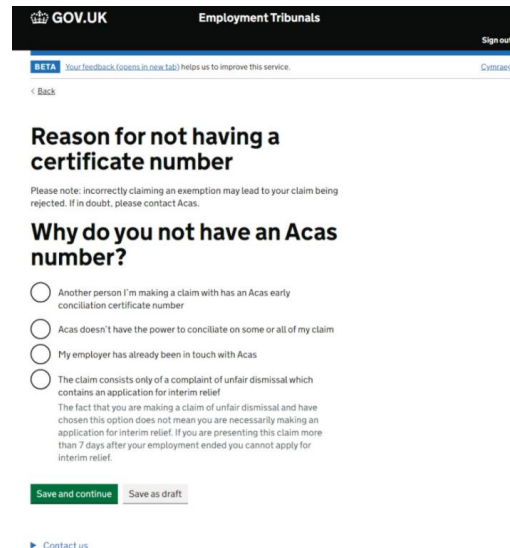
Making a mistake might mean the claim is rejected.



The screenshot shows the 'Acas certificate for the respondent' form on the GOV.UK website. The page has a dark header with 'GOV.UK' and 'Employment Tribunals' on the left, and a 'Sign out' link on the right. Below the header is a blue banner with the text 'BETA Your feedback (opens in new tab) helps us to improve this service.' and a 'Continue' link. The main heading is 'Acas certificate for the respondent'. Below this is a paragraph of text: 'Nearly everyone should have this number before they fill in a claim form. You can find it on your Acas certificate. Read more about the [Acas early conciliation service \(opens in new tab\)](#)'. The next section is 'Do you have an Acas certificate number for Made Up Company LTD?'. There are two radio button options: 'Yes' (selected) and 'No'. Below the 'Yes' option is a text input field with the value 'R123456/12/34'. At the bottom of the form are two buttons: 'Save and continue' (green) and 'Save as draft' (grey). A 'Contact us' link is at the very bottom.

Starting a claim at an employment tribunal

As mentioned earlier on [slide 21](#), every user should have an Acas certificate number, unless they meet one of the few exception reasons. If so, they can enter the reason here.



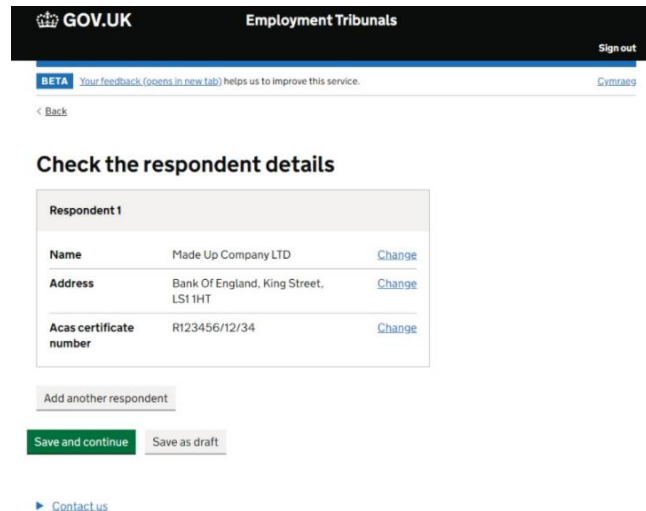
The screenshot shows the GOV.UK Employment Tribunals interface. At the top, there's a header with the GOV.UK logo and 'Employment Tribunals' text, along with a 'Sign out' link. Below the header, a 'BETA' banner indicates that user feedback helps improve the service, with a 'Continue' link. The main heading is 'Reason for not having a certificate number'. A note states: 'Please note: incorrectly claiming an exemption may lead to your claim being rejected. If in doubt, please contact Acas.' Below this is the question 'Why do you not have an Acas number?' followed by four radio button options: 1. 'Another person I'm making a claim with has an Acas early conciliation certificate number' 2. 'Acas doesn't have the power to conciliate on some or all of my claim' 3. 'My employer has already been in touch with Acas' 4. 'The claim consists only of a complaint of unfair dismissal which contains an application for interim relief'. A detailed note for the fourth option explains that this choice is for unfair dismissal claims with interim relief applications, not for standard claims. At the bottom, there are two buttons: 'Save and continue' (highlighted in green) and 'Save as draft'. A 'Contact us' link is also present.

Starting a claim at an employment tribunal

This next page gives a further chance to double check that the employer's details and Acas number have been entered correctly.

It also offers the ability to add another Respondent's details, if this is relevant to the user's claim.

Once finished, the following page asks you to confirm if you have completed this section. Note that if you click Yes to completing this stage, you can still come back to change the answers later. It will just be marked as completed on the [steps to making your claim screen](#).



The screenshot shows the 'Check the respondent details' page on the GOV.UK Employment Tribunals portal. The page has a dark header with the GOV.UK logo and 'Employment Tribunals' text, and a 'Sign out' link. Below the header is a blue banner with a 'BETA' label and a feedback link. A '< Back' link is visible. The main section is titled 'Check the respondent details' and contains a table for 'Respondent 1' with fields for Name, Address, and Acas certificate number, each with a 'Change' link. Below the table is an 'Add another respondent' button. At the bottom are 'Save and continue' and 'Save as draft' buttons, and a '> Contact us' link.

Respondent 1		
Name	Made Up Company LTD	Change
Address	Bank Of England, King Street, LS1 1HT	Change
Acas certificate number	R123456/12/34	Change

[Add another respondent](#)

[Save and continue](#) [Save as draft](#)

[Contact us](#)

Starting a claim at an employment tribunal

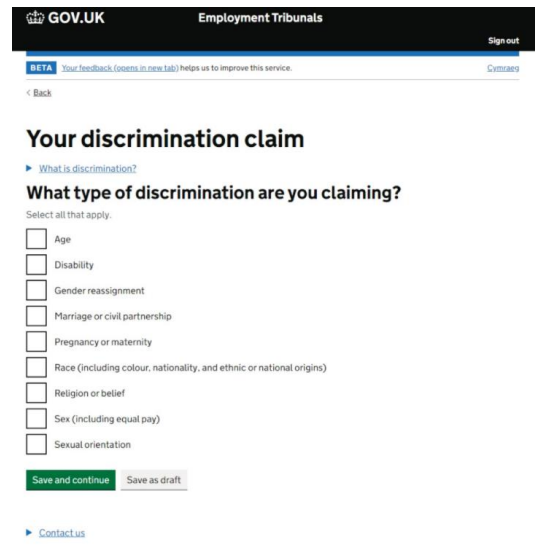
Claim details

The next section asks for the user's claim details and a description of what happened to them.

When considering what type of discrimination, they need to select the legal issues they think their claim is about.

You can select as many boxes as necessary. This is relevant if the user thinks they were discriminated against on the basis of more than one protected characteristic e.g. if they were discriminated against because of their race *and* their disability.

It's important to tick all boxes that apply, as it may be harder to add another type later.



The screenshot shows the 'Your discrimination claim' section of the GOV.UK Employment Tribunals website. At the top, there's a header with 'GOV.UK' and 'Employment Tribunals', a 'Sign out' link, and a 'BETA' notice. Below the header, there's a '< Back' link. The main heading is 'Your discrimination claim'. Underneath, there's a link for 'What is discrimination?'. The section is titled 'What type of discrimination are you claiming?' with the instruction 'Select all that apply.' Below this is a list of nine checkboxes: Age, Disability, Gender reassignment, Marriage or civil partnership, Pregnancy or maternity, Race (including colour, nationality, and ethnic or national origins), Religion or belief, Sex (including equal pay), and Sexual orientation. At the bottom of the list are two buttons: 'Save and continue' (in green) and 'Save as draft' (in grey). Below the buttons is a '> Contact us' link.

Starting a claim at an employment tribunal



If the user's claim is because they haven't received the correct pay, you will arrive at this screen which asks what type of pay claim.

Again, note that you can select all answers that apply.

A screenshot of the GOV.UK Employment Tribunals website. The header shows the GOV.UK logo and 'Employment Tribunals' with a 'Sign out' link. A blue banner indicates 'BETA' and provides feedback information. Below the banner is a 'Back' link. The main heading is 'Your pay claim', followed by a link 'What are pay claims?'. The question 'What type of pay claim are you making?' is displayed, with the instruction 'Select all that apply.' Below this are five checkboxes: 'Arrears (pay you are owed)', 'Holiday pay', 'Notice pay', 'Redundancy pay', and 'Other payments'. At the bottom of the form are two buttons: 'Save and continue' (green) and 'Save as draft' (grey). A 'Contact us' link is located at the very bottom.

Starting a claim at an employment tribunal

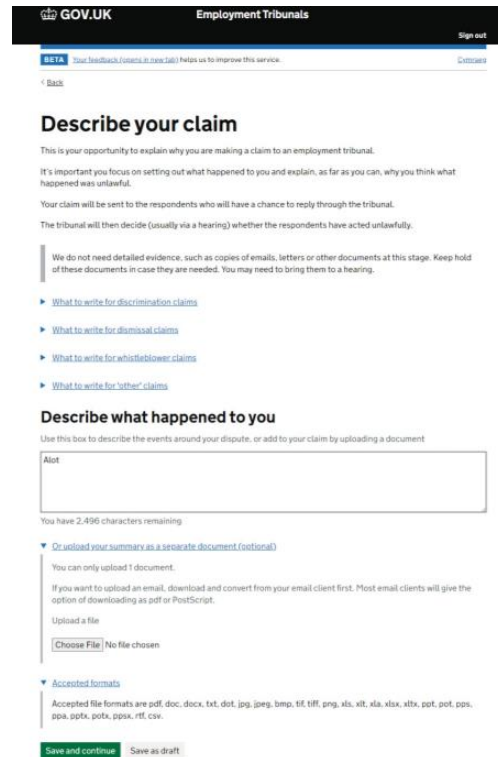
The next page asks the user to explain their claim and why they think what happened was unlawful. We advise that you write this on a separate document and copy and paste or upload when you are ready. Otherwise the system might 'time you out'.

Take your time on this – it is very important.

They need to describe key events including:

- what was done,
- the names of the people involved,
- the names of any witnesses who have agreed to back them up, and
- the dates it took place.

The user needs to mention everything which forms part of their claim – it will be hard to add things later.



The screenshot shows the 'Describe your claim' page on the GOV.UK Employment Tribunals website. The page has a dark header with the GOV.UK logo and 'Employment Tribunals' text. A 'Sign out' link is in the top right. Below the header, there's a blue bar with 'BETA' and a feedback link. The main heading is 'Describe your claim'. Below it, there's explanatory text about the purpose of the claim and a warning about time limits. A list of links for different types of claims is provided: discrimination, dismissal, whistleblower, and other. The next section is 'Describe what happened to you', which includes a text area for the claim, a character count, and an option to upload a document. A list of accepted file formats is also shown at the bottom.

GOV.UK Employment Tribunals Sign out

BETA Your feedback (opens in new tab) helps us to improve this service. Contact

Back

Describe your claim

This is your opportunity to explain why you are making a claim to an employment tribunal.

It's important you focus on setting out what happened to you and explain, as far as you can, why you think what happened was unlawful.

Your claim will be sent to the respondents who will have a chance to reply through the tribunal.

The tribunal will then decide (usually via a hearing) whether the respondents have acted unlawfully.

We do not need detailed evidence, such as copies of emails, letters or other documents at this stage. Keep hold of these documents in case they are needed. You may need to bring them to a hearing.

- What to write for discrimination claims
- What to write for dismissal claims
- What to write for whistleblower claims
- What to write for 'other' claims

Describe what happened to you

Use this box to describe the events around your dispute, or add to your claim by uploading a document

Alot

You have 2,496 characters remaining

Or upload your summary as a separate document (optional)

You can only upload 1 document.

If you want to upload an email, download and convert from your email client first. Most email clients will give the option of downloading as pdf or PostScript.

Upload a file

Choose File No file chosen

Accepted formats

Accepted file formats are pdf, doc, docx, txt, dot, jpg, jpeg, bmp, ttf, ttf, png, xls, xlt, xlsx, xltx, ppt, pot, pps, ppsx, pptx, potx, ppsx, rtf, csv.

Save and continue Save as draft

Starting a claim at an employment tribunal

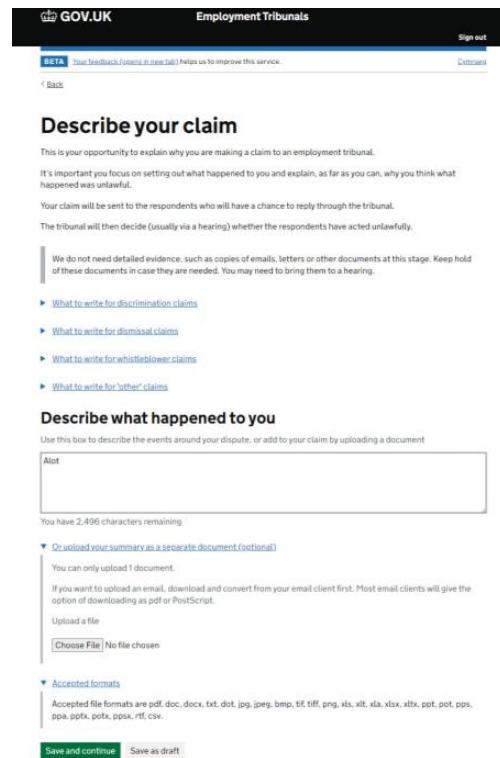
If the explanation of events is lengthy, it will be helpful to number the paragraphs.

When you have finished, read it to the user at least once.

Ask if they are sure it covers everything.

For some people, particularly if they are anxious and there is time before the time limit, it might be best to give them a print out of their description so that they can think about if it includes everything they want to say, and make another appointment to finish the claim.

If you prefer, you can upload the document (rather than copy and paste). This will also get around any character limit problems. Most types of document are accepted. But only one document can be uploaded in total.



The screenshot shows the 'Describe your claim' page on the GOV.UK Employment Tribunals website. The page has a dark header with the GOV.UK logo and 'Employment Tribunals' text. Below the header is a blue bar with a 'Sign out' link. The main content area is white and contains the following sections:

- Describe your claim**: A heading followed by a paragraph explaining the purpose of the page. It states that the user's opportunity to explain why they are making a claim is important and that they should focus on setting out what happened to them and explain, as far as they can, why they think what happened was unlawful. It also mentions that the claim will be sent to respondents who have a chance to reply, and the tribunal will then decide (usually via a hearing) whether the respondents have acted unlawfully.
- Describe what happened to you**: A heading followed by a paragraph stating that the user should use the box to describe the events around their dispute or add to their claim by uploading a document. Below this is a large text input box labeled 'A lot'.
- Or upload your summary as a separate document (optional)**: A heading followed by a paragraph stating that the user can only upload 1 document. It also mentions that if the user wants to upload an email, they should download and convert from their email client first. Most email clients will give the option of downloading as pdf or PostScript.
- Accepted formats**: A heading followed by a list of accepted file formats: pdf, docx, txt, dot, jpg, jpeg, bmp, tif, tiff, png, xls, xlt, xlsx, xlsx, xlsx, ppt, pot, pps, ppsx, pptx, potx, ppix, rtf, csv.

At the bottom of the page are two buttons: 'Save and continue' and 'Save as draft'.

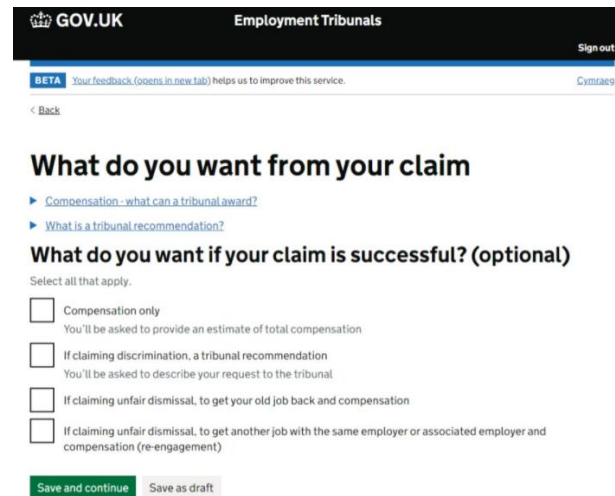
Starting a claim at an employment tribunal

On the claim outcome screen, the user has the option to say which outcome they want.

The user can select all outcomes they feel would apply, depending on what their claim is for.

If the user is seeking compensation (money), they will be asked to provide an estimate of the amount they are seeking on the next page. For more information on how to calculate the sum of compensation, see [How to value a claim for employment tribunal](#).

This question is optional. If they prefer, they can wait until after they submit to give their estimate.
(Depending on their claim, it might be complicated – if they skip this for now, remind them they need to work it out soon).



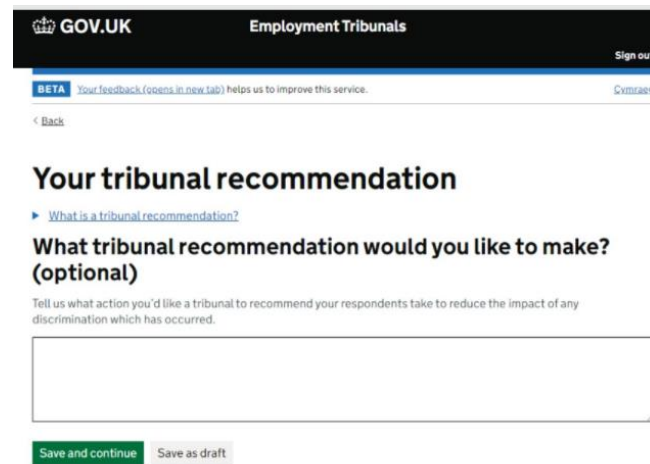
The screenshot shows the GOV.UK 'Employment Tribunals' service. At the top, there's a header with the GOV.UK logo, 'Employment Tribunals', and a 'Sign out' link. Below this is a 'BETA' banner with a feedback link. The main heading is 'What do you want from your claim'. There are two links: 'Compensation - what can a tribunal award?' and 'What is a tribunal recommendation?'. Below these is the optional question 'What do you want if your claim is successful? (optional)'. A note says 'Select all that apply.' There are four checkboxes with labels: 'Compensation only', 'If claiming discrimination, a tribunal recommendation', 'If claiming unfair dismissal, to get your old job back and compensation', and 'If claiming unfair dismissal, to get another job with the same employer or associated employer and compensation (re-engagement)'. At the bottom are two buttons: 'Save and continue' and 'Save as draft'.

Starting a claim at an employment tribunal

If they wish, the user can suggest the type of recommendation they would like the Tribunal to make.

For unfair dismissal, the Tribunal can order that the user should have their old job back or another job with the same employer. They can't force the employer to follow the order, although they can award more money if the employer does not comply.

In discrimination cases, the Tribunal can recommend that the employer does something or changes something at work, to make sure other people aren't discriminated against in the same way. Again, they can't force the employer to follow the order, but they can award more money if the employer does not.

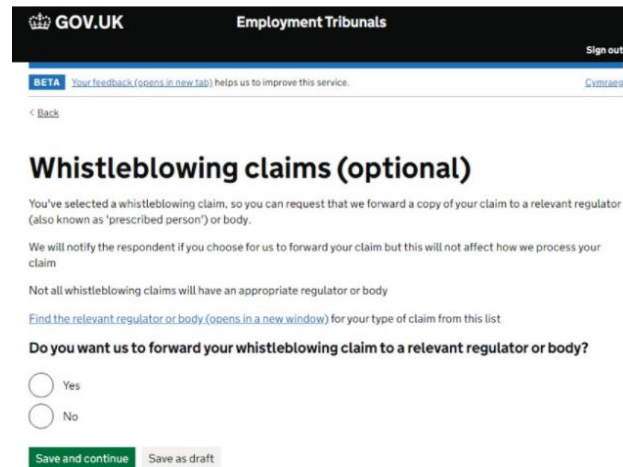


The screenshot shows the GOV.UK 'Employment Tribunals' page. At the top, there's a header with the GOV.UK logo and 'Employment Tribunals' text, along with a 'Sign out' link. Below this is a 'BETA' banner with a feedback link. The main heading is 'Your tribunal recommendation', followed by a link 'What is a tribunal recommendation?'. The section title is 'What tribunal recommendation would you like to make? (optional)'. Below this is a text prompt: 'Tell us what action you'd like a tribunal to recommend your respondents take to reduce the impact of any discrimination which has occurred.' This is followed by a large, empty text input box. At the bottom, there are two buttons: 'Save and continue' (highlighted in green) and 'Save as draft'.

Starting a claim at an employment tribunal

If the user has a Whistleblowing claim, they have the option to additionally request that their claim is forwarded to a relevant regulator (or 'prescribed person'), if there is one.

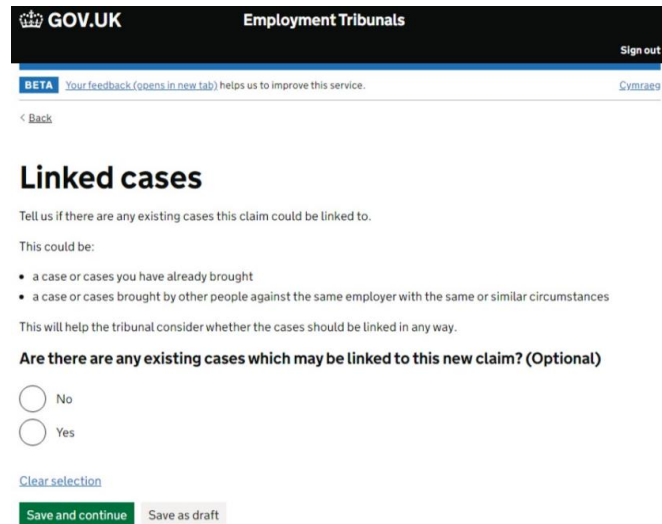
For more detail about this option, see [Raising concerns externally about whistleblowing](#).



The screenshot shows the 'Whistleblowing claims (optional)' section of the GOV.UK Employment Tribunals form. At the top, there's a header with the GOV.UK logo and 'Employment Tribunals' text, along with a 'Sign out' link. Below this is a 'BETA' notice and a feedback link. A '< Back' link is on the left. The main heading is 'Whistleblowing claims (optional)'. The text explains that users can request to forward their claim to a relevant regulator. It states that users will be notified of the respondent's choice. A link 'Find the relevant regulator or body (opens in a new window)' is provided. The question 'Do you want us to forward your whistleblowing claim to a relevant regulator or body?' is followed by two radio button options: 'Yes' and 'No'. At the bottom, there are two buttons: 'Save and continue' (highlighted in green) and 'Save as draft'.

Starting a claim at an employment tribunal

There is a further page at this point where users can highlight if there are any other relevant cases which could be linked to the one they are bringing.



The screenshot shows the 'Employment Tribunals' section of the GOV.UK website. At the top, there is a header with the GOV.UK logo, the title 'Employment Tribunals', and a 'Sign out' link. Below the header, a blue banner contains the text 'BETA Your feedback (opens in new tab) helps us to improve this service.' and a 'Cymraeg' link. The main heading is 'Linked cases'. Below this, a paragraph states: 'Tell us if there are any existing cases this claim could be linked to.' This is followed by the text 'This could be:' and a bulleted list: '• a case or cases you have already brought' and '• a case or cases brought by other people against the same employer with the same or similar circumstances'. Another paragraph states: 'This will help the tribunal consider whether the cases should be linked in any way.' Below this is the question 'Are there are any existing cases which may be linked to this new claim? (Optional)'. There are two radio button options: 'No' and 'Yes'. Below the radio buttons is a 'Clear selection' link. At the bottom, there are two buttons: 'Save and continue' (in green) and 'Save as draft' (in grey).

GOV.UK Employment Tribunals Sign out

BETA Your feedback (opens in new tab) helps us to improve this service. Cymraeg

< Back

Linked cases

Tell us if there are any existing cases this claim could be linked to.

This could be:

- a case or cases you have already brought
- a case or cases brought by other people against the same employer with the same or similar circumstances

This will help the tribunal consider whether the cases should be linked in any way.

Are there are any existing cases which may be linked to this new claim? (Optional)

☐ No

☐ Yes

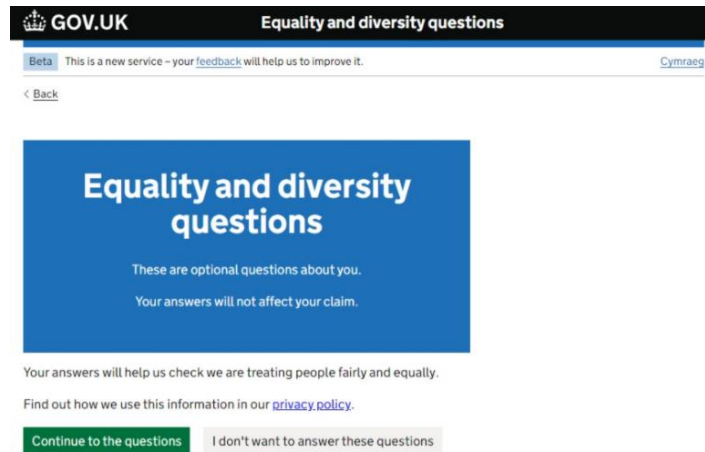
[Clear selection](#)

[Save and continue](#) [Save as draft](#)

Starting a claim at an employment tribunal

Just before you finally press the button to send the case off, there's a series of Equality and Diversity questions for the user. Each of the questions is optional but can be skipped in full if the user prefers.

Reassure the user that their answers to these questions are anonymous and that they are just about HMCTS' efforts to ensure everyone can access their services.



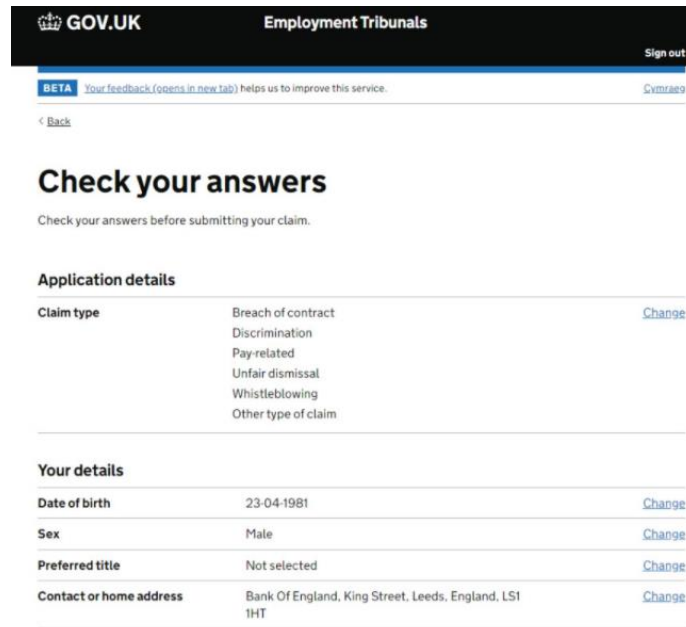
The screenshot shows the 'Equality and diversity questions' page on the GOV.UK website. At the top, the GOV.UK logo is on the left and the page title 'Equality and diversity questions' is on the right. Below the header, there is a 'Beta' label and a message: 'This is a new service – your [feedback](#) will help us to improve it.' with a 'Cymraeg' link on the right. A '< Back' link is on the left. The main content area has a blue background with the title 'Equality and diversity questions' in white. Below the title, it says 'These are optional questions about you.' and 'Your answers will not affect your claim.' Below this, a message states 'Your answers will help us check we are treating people fairly and equally.' followed by a link to the 'privacy policy'. At the bottom, there are two buttons: 'Continue to the questions' (highlighted in green) and 'I don't want to answer these questions'.

Starting a claim at an employment tribunal

Finally, this is the Check your answers page.

It is important to carefully read all the answers aloud at this point, as this is the last chance for the user to make changes before you start the case.

Once the answers have been checked and approved by the user, you can press the green 'Submit' button at the end of this page.



GOV.UK Employment Tribunals [Sign out](#)

BETA [Your feedback \(opens in new tab\)](#) helps us to improve this service. [Cymraeg](#)

[Back](#)

Check your answers

Check your answers before submitting your claim.

Application details

Claim type	Breach of contract Discrimination Pay-related Unfair dismissal Whistleblowing Other type of claim	Change
------------	---	------------------------

Your details

Date of birth	23-04-1981	Change
Sex	Male	Change
Preferred title	Not selected	Change
Contact or home address	Bank Of England, King Street, Leeds, England, LS1 1HT	Change

Starting a claim at an employment tribunal

Explain to the user what happens next

1) Their employer will respond to their claim

They should do this within 28 days. The user will receive a letter or an email when they have responded. If they don't respond on time, the Tribunal may decide the case in the user's favour without a hearing. If the user has selected to be contacted by email, they user will need to log in to their Employment Tribunal account to read or print off their response. Remind the user that they can get another appointment with you for you to support them to do this.

2) Your employer may offer conciliation, or some employers might suggest private mediation which they pay for

If they do, this is worth exploring – see [how to negotiate a settlement with your employer](#).

3) The tribunal will make orders or requests

The tribunal will set out what the user and the employer each need to do to get ready for the hearing and give them a timetable that they must stick to. The user will receive an update either by post or email when they have made these orders/requests. If by email, they can view them on their Employment Tribunal account.

If the user has not already provided an estimate of the amount of compensation they are seeking, they will need to do that soon. Explain that it would be good to prepare for that now – give them a print out of Advicenow's guidance on [how to value a claim for an employment tribunal](#). If at all possible, it would be good for them to get advice on their claim and its value. Signpost to a local employment advice service.

At the end of the appointment

1. Remind them again of what you have supported them to do today.
2. Tell them what will happen next – see previous slide.
3. Remind them how to make another appointment if they need to get in touch with the tribunal again or need support to access their Employment Tribunal account to progress their case again.
4. Tell them that they will be sent a survey by text about today's appointment and encourage them to respond to it. Explain that it is all free.

07

Using the claim progress tracker



Using the claim progress tracker



You can see how the case is progressing and what the user needs to do next at any time by logging into their Employment Tribunal account. This account will have been set up when the claim was started.

You can do this by clicking on the link in the email the user has been sent or by selecting Return to an existing claim on the [Make a claim to an employment tribunal](#) page on the portal.

Start now >

Have you already started a claim?

[Return to an existing claim](#)

Return to an existing claim

You'll need to use either a 'save and return number' or your new 'Employment Tribunal account' to return to an existing claim.

Have you got a 'save and return number' or a new 'Employment Tribunal account'?



I've got a 'save and return number'



I've got a new 'Employment Tribunal account'

Continue

Don't have these details [Start a new claim](#).

08

Viewing the employer's response



Viewing the employer's response

Within 28 days of receiving the user's claim, the employer should provide a response. It will say why they think what happened was lawful.

The user will receive either a letter or an email when the employer has responded. You will need to help the user to log in to their Employment Tribunal account to read or print off their response.

Remind the user to read their response and make notes of what they disagree with on a separate document. The respondent's response may include things that the user doesn't agree with, or think are fair. They just need to make a note of them for now.

Remind them to check their email regularly (if that was the selected communication method) so that they see the notifications as the claim progresses, and the tribunal instructions that they need to follow.

Important

The tribunal has acknowledged the respondent's response.

[View the response.](#)

Your claim

[Your ET1 claim form](#)

Submitted

The response

[Response from the respondent \(ET3\)](#)

Ready to view

Your hearings

[View details of your hearings](#)

Not available yet

Applications to the tribunal

[Your request and applications](#)

In progress

[Respondent's applications](#)

Not available yet

[Contact the tribunal about your case](#)

Optional

09

Viewing the claim in progress



Viewing the claim in progress

This page in the Employment Tribunal account contains an overview of everything related to the user's claim.

From here you will be able to view when:

- the respondent replies,
- the hearing has been scheduled, or
- the tribunal has set out what you each need to do by when.

If either the user or the respondent has asked the tribunal to do anything, that will also be available here.

You can also download all the documents related to the case from here.

You have submitted your claim to the tribunal

We aim to process your claim by 26 July 2023. In busy periods it may take longer.

Your claim

[Your ET1 claim form](#)

Submitted

The response

Response from the respondent (ET3)

Not available yet

Your hearings

View details of your hearings

Not available yet

Applications to the tribunal

Your request and applications

Not available yet

Respondent's applications

Not available yet

[Contact the tribunal about your case](#)

Optional

Viewing the claim in progress

Once the application to the Tribunal is in progress, this will be clearly highlighted in yellow on the user's 'submitted application' page.

At this point, it will also be possible to view all the documents which are part of the user's case, from the link at the end of the page. The link will take you to another page where the case documents can be downloaded and printed off for the user.

Any orders and requests from the tribunal will be also be available to view using the link in the relevant section of this page.

Once the tribunal has made a judgment, a live link will become available in the section on this page.

Applications to the tribunal

[Your request and applications](#)**In progress**

Respondent's applications

Not available yet[Contact the tribunal about your case](#)**Optional**

Orders and requests from the tribunal

All orders and requests issued by the tribunal

Not available yet

Judgments from the tribunal

View all judgments

Not available yet

Case documents

[All documents](#)**Ready to view**

Support the user to progress their claim

The prospect of an employment tribunal hearing is very stressful for most people.

Support the user by directing them to places they can get help preparing for the hearing.

1. Help them find employment advice – make an appointment for them at your local employment advice service, or if you cannot find one see the guidance in [How to get free legal advice about an employment problem](#).
2. Print them a copy of [Evidence and witness statements for the employment tribunal](#) and [Representing yourself at employment tribunal](#) so they know how to prepare and avoid the common pitfalls.
3. Support them to check if they might be able to get help from the Free Representation Unit or Advocate. See [Help for people going to an employment tribunal for more details](#). Both usually have more people that need help than they can help so don't build their hopes up too much. [Support Through Court](#) can also help by providing practical support and helping you prepare your case. Encourage them to start preparing straight away.

As it gets closer it is common to want to postpone the hearing or stop the case entirely - however this needs careful thought. You can only postpone a hearing for good reason, not just that you aren't ready. Withdrawing the case means you can't usually take further action about the same issue, and if they do this very late in the day, the employer can ask the tribunal to order the user to pay their legal costs. See [Representing yourself at employment tribunal](#) for advice on what to do instead.

10 Communicating with the tribunal



Communicating with the tribunal

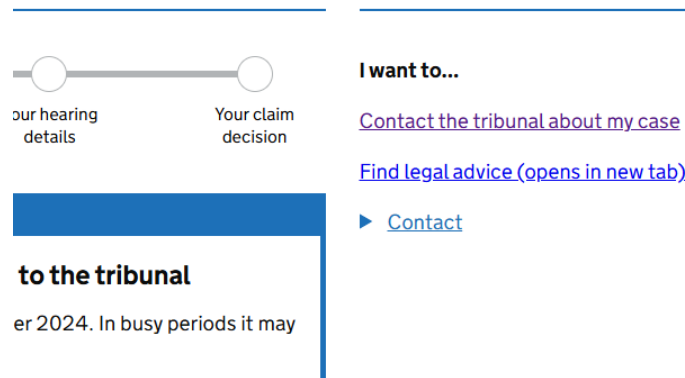
The user may want to contact the tribunal about their case. They can do so from this link. This may be for a number of reasons – for example, the user wants to

- stop the claim (perhaps because they have reached a settlement),
- change the claim in some way,
- postpone the hearing, or
- ask the tribunal to do something.

Clicking this link takes you to a further page, which contains a series of optional forms to fill in, depending on the reason why the user needs to contact the tribunal.

Support the user to select the correct form and provide the information necessary.

We have provided guidance on the most common.



Communicating with the tribunal

For example, if the user has come to an agreement with the respondent and now wants to end the claim, select 'give notice that I want to withdraw all or part of my claim'. Ensure they have received the settlement agreement in writing before doing this.

If they haven't come to a settlement, and are stressed about having to attend the hearing, try to calm them down and ensure they are thinking about this clearly. If they withdraw the claim (or part of it) they cannot usually start it again. If the case has progressed quite far, there is a chance that the respondent could ask that the user pay their legal costs (which could be thousands of pounds), unless they have agreed not to do this. **Ensure that the user understands this.** The user could consider contacting the employer in advance to request that they agree not to ask for their legal costs. See [Representing yourself at employment tribunal](#) for more guidance.

If they want to withdraw part of the claim, help them make it clear which part.

Contact the tribunal about your case

Use the appropriate form to communicate with the tribunal.

These requests and applications will be reviewed by the tribunal and copied to the respondent who will have an opportunity to respond.

You may be able to request that some details do not get shared with the respondent.

☐ Show all sections

Give notice that I want to withdraw all or part of my claim

☐ Hide

When you've reached a settlement or do not want to continue with your claim.

[Give notice that I want to withdraw all or part of my claim](#)

I want to change my personal details

☐ Show

Apply to postpone my hearing

☐ Show

Apply to vary or revoke an order

☐ Show

Communicating with the tribunal



Users should do everything they can to ensure the hearing can go ahead as scheduled. If the user wants to apply to postpone the hearing, they can do so here.

Good reasons to ask for a delay might be that they or a crucial witness is ill or they have been given an online hearing and they need it to be in-person.

If they ask to postpone the hearing unnecessarily, they might be asked to pay some of the employers' legal costs (which could be thousands of pounds). The tribunal may also refuse to move the hearing.

Contact the tribunal about your case

Use the appropriate form to communicate with the tribunal.

These requests and applications will be reviewed by the tribunal and copied to the respondent who will have an opportunity to respond.

You may be able to request that some details do not get shared with the respondent.

[Show all sections](#)

Give notice that I want to withdraw all or part of my claim

[Show](#)

I want to change my personal details

[Show](#)

Apply to postpone my hearing

[Show](#)

Apply to vary or revoke an order

[Show](#)

Apply to have a decision considered afresh

[Show](#)

Apply to amend my claim

[Show](#)

Communicating with the tribunal

If the user needs some information from the respondent for their claim that the respondent has not provided, the user can request that the tribunal orders them to supply it. They would need to fill in the form called 'Order the respondent to do something'.

Give notice that I want to withdraw all or part of my claim

[Show](#)

I want to change my personal details

[Show](#)

Apply to postpone my hearing

[Show](#)

Apply to vary or revoke an order

[Show](#)

Apply to have a decision considered afresh

[Show](#)

Apply to amend my claim

[Show](#)

Order the respondent to do something

[Show](#)

Order a witness to attend to give evidence

Communicating with the tribunal



If the claim has been struck out because the user made a mistake and now the deadline has passed, you can ask the tribunal to reopen it (for example, because you have amended the error) by applying to ‘have a decision considered afresh’.

You might also apply to have a decision considered afresh if a decision made in a preliminary hearing (for example, whether your impairment amounts to a disability) has been made incorrectly.

See [After you start your employment tribunal claim](#) for more guidance.

Contact the tribunal about your case

Use the appropriate form to communicate with the tribunal.

These requests and applications will be reviewed by the tribunal and copied to the respondent who will have an opportunity to respond.

You may be able to request that some details do not get shared with the respondent.

[Show all sections](#)

Give notice that I want to withdraw all or part of my claim

[Show](#)

I want to change my personal details

[Show](#)

Apply to postpone my hearing

[Show](#)

Apply to vary or revoke an order

[Show](#)

Apply to have a decision considered afresh

[Show](#)

Apply to amend my claim

[Show](#)

Communicating with the tribunal



As mentioned earlier, the user may need to let the tribunal know that the respondent has not followed an order set by the tribunal. This might be because the respondent has not shared their evidence by the correct date, or has refused to put a piece of evidence in the bundle as requested.

For this, the user can use the form for “Tell the tribunal the respondent has not complied with an order”.

Order a witness to attend to give evidence

[Show](#)

Tell the tribunal the respondent has not complied with an order

[Show](#)

Apply to restrict publicity

[Show](#)

Strike out all or part of the response

[Show](#)

Apply for a judgment to be reconsidered

[Show](#)

Contact the tribunal about something else

[Show](#)

At the end of the appointment

1. Remind them again of what you have supported them to do today.
2. Tell them what will happen next.
3. Remind them how to make another appointment if they need to get in touch with the tribunal again or need support to access their Employment Tribunal account to view the progress their case again.
4. Print them a copy of [Evidence and witness statements for the employment tribunal](#) and [Representing yourself at employment tribunal](#) for them to take away with them, and encourage them to read it so that they know how to prepare and avoid the common pitfalls (if applicable).
6. Tell them that they will be sent a survey by text about today's appointment and encourage them to respond to it. Explain that it is all free.

12.1 ET3 – Responding to an Employment Tribunal claim



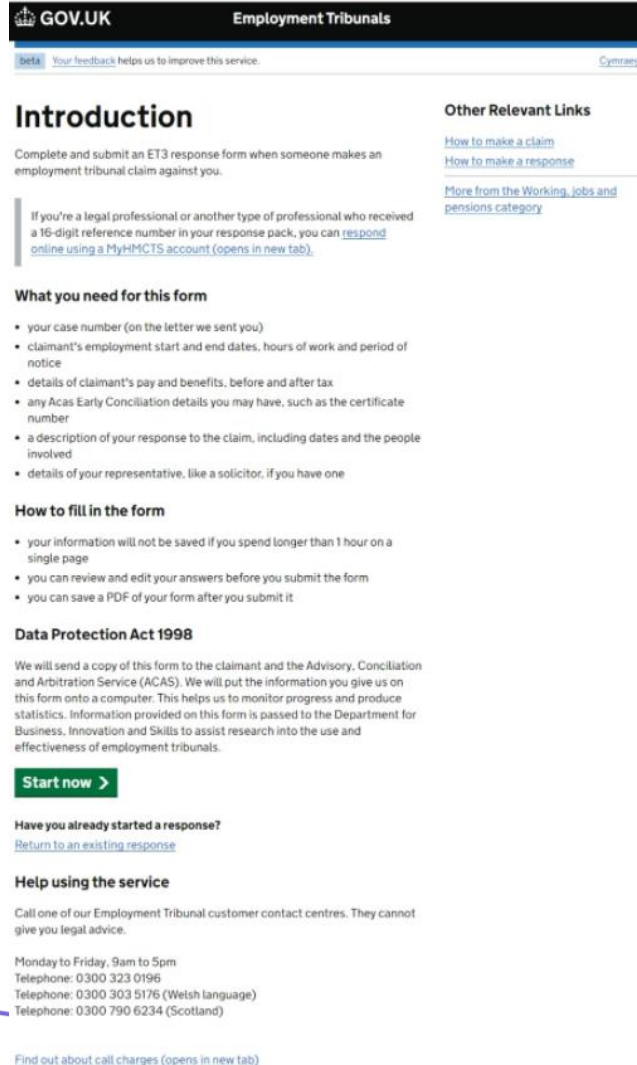
Supporting users to respond to an employment tribunal claim

This page introduces the ET3 response form, which is used when responding to an employment tribunal claim.

Partner tip:

- Highlight what the user needs to complete the form, such as the case number, employment details, pay information, and Acas Early Conciliation details.
- Explain that users can save a PDF copy after submission and review or edit their answers before finalising.
- Inform users their session will time out after one hour on a single page, so saving progress is essential. It would be recommended to write the longer answers on a separate document for this reason.

Guide them to click '**Start now**' to begin or '**Return to an existing response**' to continue a saved form.



The screenshot shows the GOV.UK website for Employment Tribunals. At the top, there's a header with the GOV.UK logo and the text 'Employment Tribunals'. Below the header, there's a navigation bar with a 'beta' badge and a link to 'Your feedback helps us to improve this service.' The main content area is titled 'Introduction' and contains the following text: 'Complete and submit an ET3 response form when someone makes an employment tribunal claim against you.' Below this, there's a box with a link to 'respond online using a MyHMCTS account (opens in new tab)'. To the right of the main content, there's a section titled 'Other Relevant Links' with links to 'How to make a claim', 'How to make a response', and 'More from the Working, jobs and pensions category'. Below the 'Introduction' section, there's a section titled 'What you need for this form' with a list of requirements: 'your case number (on the letter we sent you)', 'claimant's employment start and end dates, hours of work and period of notice', 'details of claimant's pay and benefits, before and after tax', 'any Acas Early Conciliation details you may have, such as the certificate number', 'a description of your response to the claim, including dates and the people involved', and 'details of your representative, like a solicitor, if you have one'. Below this, there's a section titled 'How to fill in the form' with a list of instructions: 'your information will not be saved if you spend longer than 1 hour on a single page', 'you can review and edit your answers before you submit the form', and 'you can save a PDF of your form after you submit it'. Below this, there's a section titled 'Data Protection Act 1998' with text explaining that the information provided on the form is passed to the Department for Business, Innovation and Skills to assist research into the use and effectiveness of employment tribunals. At the bottom of the main content area, there's a green button with the text 'Start now >'. Below the button, there's a section titled 'Have you already started a response?' with a link to 'Return to an existing response'. Below this, there's a section titled 'Help using the service' with text explaining that users can call one of the Employment Tribunal customer contact centres for legal advice. At the bottom of the page, there's a footer with contact information: 'Monday to Friday, 9am to 5pm', 'Telephone: 0300 323 0196', 'Telephone: 0300 303 5176 (Welsh language)', and 'Telephone: 0300 790 6234 (Scotland)'. There's also a link to 'Find out about call charges (opens in new tab)'.

GOV.UK Employment Tribunals

beta Your feedback helps us to improve this service.

Introduction

Complete and submit an ET3 response form when someone makes an employment tribunal claim against you.

If you're a legal professional or another type of professional who received a 16-digit reference number in your response pack, you can [respond online using a MyHMCTS account \(opens in new tab\)](#).

What you need for this form

- your case number (on the letter we sent you)
- claimant's employment start and end dates, hours of work and period of notice
- details of claimant's pay and benefits, before and after tax
- any Acas Early Conciliation details you may have, such as the certificate number
- a description of your response to the claim, including dates and the people involved
- details of your representative, like a solicitor, if you have one

How to fill in the form

- your information will not be saved if you spend longer than 1 hour on a single page
- you can review and edit your answers before you submit the form
- you can save a PDF of your form after you submit it

Data Protection Act 1998

We will send a copy of this form to the claimant and the Advisory, Conciliation and Arbitration Service (ACAS). We will put the information you give us on this form onto a computer. This helps us to monitor progress and produce statistics. Information provided on this form is passed to the Department for Business, Innovation and Skills to assist research into the use and effectiveness of employment tribunals.

[Start now >](#)

Have you already started a response?

[Return to an existing response](#)

Help using the service

Call one of our Employment Tribunal customer contact centres. They cannot give you legal advice.

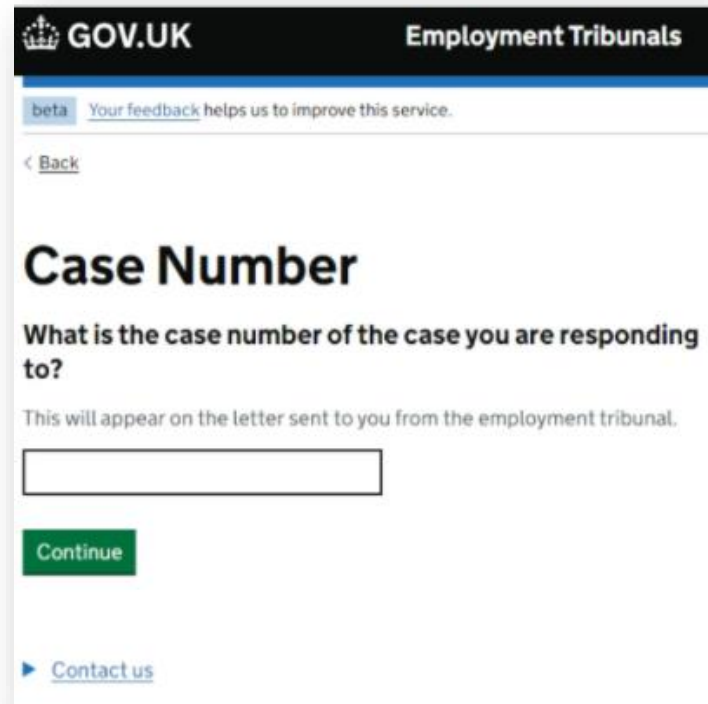
Monday to Friday, 9am to 5pm
Telephone: 0300 323 0196
Telephone: 0300 303 5176 (Welsh language)
Telephone: 0300 790 6234 (Scotland)

[Find out about call charges \(opens in new tab\)](#)

Case Number

Users will need to enter the case number noted in the letter sent by the employment tribunal.

Once complete, direct them to click '**continue**' to proceed.

A screenshot of the GOV.UK Employment Tribunals website. The header shows the GOV.UK logo and 'Employment Tribunals'. Below the header, there is a 'beta' label and a link to 'Your feedback helps us to improve this service.'. A '< Back' link is visible. The main heading is 'Case Number'. The question is 'What is the case number of the case you are responding to?'. A subtext says 'This will appear on the letter sent to you from the employment tribunal.'. There is a text input field. Below the field is a green 'Continue' button. At the bottom, there is a '> Contact us' link.

GOV.UK Employment Tribunals

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[< Back](#)

Case Number

What is the case number of the case you are responding to?

This will appear on the letter sent to you from the employment tribunal.

[Continue](#)

[▶ Contact us](#)

Sign in/Create account

Users need to create an account to use the system and access their case. If the user has an existing account, they should log in with their credentials on this page.

Partner Tip:

- If users do not have an account, they will need to create one, to do this they need an **Email address** and will need to create a **password**.
- If users have forgotten their password, they can click 'Forgotten password' to reset it from their email account.
- Suggest entering an accessible email address to receive the number and reset their password if needed.
- Guide them to create a secure password that they can easily recall for future access.

Once complete, direct them to click '**Sign in**' or '**Create an account**' to proceed, review the 'Before you continue' information and then click '**Continue**'.

The screenshot shows the GOV.UK 'Sign in or create an account' page. At the top, there's a 'BETA' banner with a feedback link. The page is split into two columns. The left column, titled 'Sign in', contains input fields for 'Email address' and 'Password', a 'Forgotten password?' link, and a green 'Sign in' button. The right column, titled 'Create an account', contains a message: 'You need to [create an account](#) to use this service.'

Before you continue

You'll have the opportunity to provide detailed information about the claim, but you might want to have the minimum required information to hand:

- 1 Online case reference number provided by HMCTS
- 2 The name of respondent (you or the person you're responding for)
- 3 Name of the claimant provided by HMCTS

You do not have to complete your response in one session. You can save your progress and return to the response form at any time before submitting.

Responses

The user will be brought to the ET3 Responses page, here they can select the response they wish to action.

Partner Tip:

- For the majority of users there will only be one claim showing and they will need to select the 'Respond to a new claim option'. They should make sure they check the **case number** matches and they are responding to the correct case.
- Some users may have more than one live claim. In these circumstances users should select 'Continue' on the correct entry listed under 'Awaiting Response'.

GOV.UK Employment Tribunals Sign out

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ET3 Responses

[Respond to a new claim](#)

Awaiting Response

Case number	Digital reference	Claimant	Respondent	Completion status	Last updated	Options
[REDACTED] 25	1736234	[REDACTED]	[REDACTED]	5 of 5 tasks completed	10 January 2025	Continue
[REDACTED] 25	17362694	[REDACTED]	[REDACTED]	5 of 5 tasks completed	8 January 2025	Continue

[Contact us](#)

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Case Overview

The user will be guided to the 'Case overview' page, where they can see the status of their case, next actions and provide information.

Partner Tip:

- This page has a lot of areas users can explore. It's worth noting that **important actions can appear in a blue box** at the top of the page to help the user understand the next action they need to take.

The user needs to click on the relevant area to proceed. If they have already started their response, they can click the link marked with an arrow.

The screenshot displays the 'Case Overview' page. At the top, a progress bar shows four stages: 'Claim accepted', 'Response accepted', 'View details of your hearings', and 'Case decision'. Below this, a blue box highlights an important action: 'The tribunal has acknowledged a claim against HMCTS. You should respond to this claim by 4 February 2025. Return to your saved response'. A purple arrow points to this link. To the right, a 'I want to...' section offers links to 'Contact the tribunal about my case' and 'Find legal advice (opens in new tab)', with a 'Contact' button below. The main content area is divided into sections: 'About you' (with a 'View and edit your personal details' button), 'The claim' (with a 'The claimant's ET1 claim form' link), 'Your response' (with a 'Your response form (ET3)' link), 'Your hearings' (with a 'View details of your hearings' button), 'Applications to the tribunal' (with links for 'Your request and applications', 'Respondent's applications', and 'Contact the tribunal about your case'), 'Orders and requests from the tribunal' (with a link for 'All orders and requests issued by the tribunal'), 'Judgments from the tribunal' (with a 'View all judgments' button), and 'Case documents' (with a link for 'All documents').

Your response form (ET3)

This section collects all the details about the individual, company, or organisation responding to the claim, each section needs to be completed.

Partner Tip:

- At the top of this page the user can view the **ET1 Claim form** and the **Acas certificate** (and download it as **PDF**).
- Guide users to complete all categories
- Some pages are marked as '**optional**', so users can decide if they want/need to complete these sections.
- The user will need to work through the questions in each section for it to be marked 'completed' before moving on to the next section.
- In the 'Tell us about the respondent section the respondent has opportunity to say if they do not agree with the information provided by the claimant
- Remind users to double-check their entries in all sections before clicking and completing the '**check your answers**' and '**submitting section**' as this submits the response.

 **GOV.UK**

Employment Tribunals

Sign out

[beta](#) Your feedback helps us to improve this service. [Cymraeg](#)[< Back](#)**Your response form (ET3)** [Contact](#)

To help you complete this, open the:

- [ET1 claim form \(opens in new tab\)](#)
- [Acas certificate \(opens in new tab\)](#)

If you do not provide a response, a judgment may be issued against you without a hearing.

If you consider another person or company may be liable, you should still submit a response. You will have a chance in this response to explain why you think someone else may be liable.

1. Tell us about the respondent

Contact details	Completed
Hearing format and employer details	Completed

2. Tell us about the claimant

Early conciliation and employee details	Completed
Pay, pension and benefits details	Completed

3. Give us your response

Contest the claim	Completed
-----------------------------------	-----------

4. Check and submit your response

Check your answers	Not started yet
------------------------------------	-----------------

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Contact Details

This section collects details about the individual, company, or organisation responding to the claim. Work through each page until you get to the summary page displayed to the right.

Partner Tip:

- Guide users to fill in the respondent's name, address, and contact details accurately.
- Highlight optional fields, such as the company number and the type of employer, if applicable.
- Ensure users select their preferred contact method (email or post)

Remind users to double-check their entries before clicking "**Save and continue**".

Contact details

Respondent name	HMCTS	Change
What type of organisation is the respondent?	Limited Company	Change
Company registration number (optional)	-	Change
Address	2nd Floor, Import Building, London, England, E14 2BE	Change
Name of contact (optional)	-	Change
DX address (optional)	-	Change
Contact phone number (optional)	-	Change
How would you prefer to be contacted? (optional)	Email	Change
What language would you like to be contacted in? (optional)	English	Change

Have you completed this section?

You can change your answers later.

- ☐ Yes, I've completed this section
- ☐ No, I'll come back later

[Save and continue](#) [Save as draft](#)

Hearing format and employer details

This section collects details about the hearing format and employer details for the claim response. Work through each page until you get to the summary page displayed to the right.

Partner Tip:

- Ensure users understand they can provide details of any physical, mental or learning disability or health condition that means they will need support during their case.
- Ensure users indicate if they can participate in hearings by phone or video.
- If the organisation has more than one site in Great Britain, ensure the correct response is selected.

Remind users to double-check their entries before clicking "**Save and continue**" on the final summary page.

Check your answers

Hearing format and employer details

Would you be able to take part in hearings by video and phone? (optional)

Video

[Change](#)

Do you have a physical, mental or learning disability or health condition that means you need support during your case? (optional)

No

[Change](#)

How many people does the respondent employ in Great Britain? (optional)

13

[Change](#)

Does the respondent have more than one site in Great Britain? (optional)

No

[Change](#)

How many employed at the site the claimant worked at? (optional)

13

[Change](#)

Have you completed this section?

You can change your answers later.

☐

Yes, I've completed this section

☐

No, I'll come back later

[Save and continue](#)

[Save as draft](#)

Early conciliation and employee details

This section allows respondents to review and confirm or dispute details provided by the claimant about their employment and early conciliation with Acas. Work through each page until you get to the summary page displayed to the right.

Partner Tip:

- Guide users to confirm or dispute the claimant's information about early conciliation, employment dates, job title, or current employment status.
- If they disagree with any details, show them where to provide a clear explanation or the correct information in the optional text boxes.
- Ensure users carefully review all sections before proceeding.

Encourage users to check their entries and click "**Save and continue**" when complete.

GOV.UK

Employment Tribunals

Sign out

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< Back

Check your answers [Contact](#)

Early conciliation and employee details

Do you agree with the details given by the claimant about early conciliation with Acas?

Yes

[Change](#)

Are the dates of employment given by the claimant correct?

Yes

[Change](#)

Is the claimant's employment with the respondent continuing?

Yes

[Change](#)

Is the claimant's job title correct?

Yes

[Change](#)

Are the claimant's average weekly work hours correct?

Yes

[Change](#)

Have you completed this section?

You can change your answers later.

☐

Yes, I've completed this section

☐

No, I'll come back later

Save and continue

Save as draft

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Pay, pension and benefits details

This section allows respondents to confirm or dispute the claimant's details regarding their work hours, pay and benefits. Work through each page until you get to the summary page displayed to the right.

Partner Tip:

- Show users where to review the claimant's information on work hours, pay before and after tax, and any benefits (e.g., pensions or medical insurance).
- If the respondent disagrees, guide them to provide correct details in the text boxes provided. Remind them the details will need to be the same as on the claimant's pay slips.
- Remind users that optional sections can be left blank if not applicable.

Encourage users to carefully check all entries before selecting "Save and continue".

< Back

Check your answers

▶ [Contact](#)

Pay, pension and benefits details

Are the pay details given by the claimant correct? Yes [Change](#)

Are the claimant's notice period details correct? Yes [Change](#)

Are the claimant's pension and benefits details correct? Yes [Change](#)

Have you completed this section?

You can change your answers later.

☐ Yes, I've completed this section

☐ No, I'll come back later

[Save and continue](#) [Save as draft](#)

Contest the claim

This page asks Respondents to confirm if they intend to contest the claim and provide supporting facts if applicable.

Partner tip:

- Guide users to select **Yes** or **No** depending on whether they intend to contest the claim.
- If contesting, show them where to enter the key facts they rely on or upload a document with additional details.
- Encourage them to take their time as their answer is very important. They should respond to each paragraph of the claim details, explaining what they disagree with and why. It might be useful for them to refer the claimant's employment contract or their employee handbook.
- Remind users the text box is optional but can accommodate up to 3000 characters.

Encourage users to review their input very carefully before selecting "**Save and continue**".

The screenshot shows the 'Check your answers' page on the GOV.UK Employment Tribunals website. The page has a dark header with the GOV.UK logo and 'Employment Tribunals' text. A 'Sign out' link is in the top right. Below the header, there's a 'beta' badge and a message: 'Your feedback helps us to improve this service.' with a 'Cymraeg' link. A '< Back' link is on the left. The main heading is 'Check your answers' with a 'Contact' link on the right. Under 'Contest the claim', there are three sections: 'Does HMCTS contest the claim?' with 'Yes' selected and a 'Change' link; 'Explain why HMCTS contests the claim' with 'Test' selected and a 'Change' link; and 'Supporting material' with a '-' icon and a 'Change' link. Below this, a section asks 'Have you completed this section?' with the text 'You can change your answers later.' and two radio button options: 'Yes, I've completed this section' (selected) and 'No, I'll come back later'. At the bottom are two buttons: 'Save and continue' (highlighted in green) and 'Save as draft'. The footer contains links for 'Help', 'Privacy', 'Cookies', 'Accessibility Statement', 'Contact', and 'Terms and Conditions', followed by Welsh language links 'Rhestr o Wasanaethau Cymraeg' and 'Government Digital Service'. It also includes the OGL license information and the Royal Coat of Arms with '© Crown copyright'.

GOV.UK Employment Tribunals Sign out

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< Back

Check your answers

Contact

Contest the claim

Does HMCTS contest the claim? Yes [Change](#)

Explain why HMCTS contests the claim Test [Change](#)

Supporting material - [Change](#)

Have you completed this section?

You can change your answers later.

☒ Yes, I've completed this section

☐ No, I'll come back later

Save and continue Save as draft

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Extra support during the case

This page asks if the respondent needs support and allows them to specify any assistance they may require during the tribunal process.

Partner Tip:

- Guide users to select **Yes**, **No**, or **I'm not sure yet** depending on their circumstances.
- If they select **Yes**, direct them to describe their disability and specify the assistance needed, such as adjustments for hearings. They may need documents in a different format, longer breaks or shorter days, the hearing to be held in an accessible space, or a sign language interpreter.
- Highlight that they can include additional details by uploading a document at the end of the form.

Encourage users to check their entry before clicking '**Save and continue**'.

Section 1. Tell us about the respondent

Extra support during the case

We know some people need support to access information and use our services. We call this a reasonable adjustment. Some reasonable adjustments need to be agreed by a judge or HMCTS. You can discuss with the tribunal if your needs change.

► [What support is available?](#)

Do you have a physical, mental or learning disability or health condition that means you need support during the case? (optional)

- ☐ Yes
- ☐ No - I do not need any support at this time
- ☐ I'm not sure yet

[Clear selection](#)

Save and continue

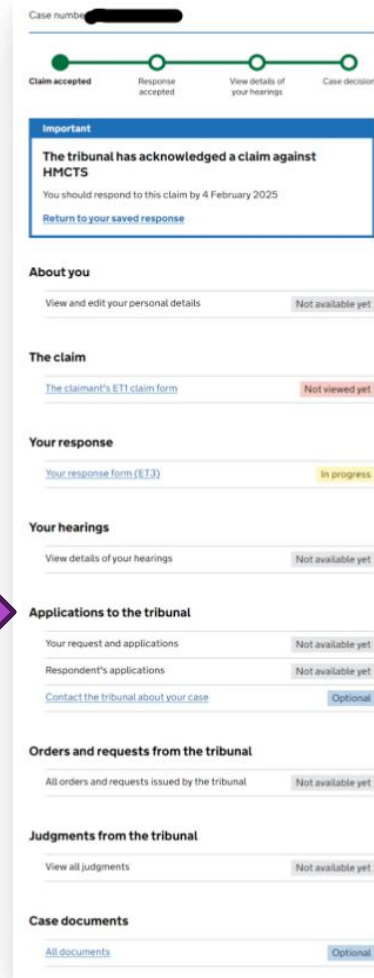
Save as draft

Contact the tribunal about your case

The user may want to contact the tribunal about their case. They can do so from this link. This may be for several reasons for example, the user wants to:

- stop the claim (perhaps because they have reached a settlement),
- change the claim in some way,
- postpone the hearing, or
- ask the tribunal to do something.

From the "**Case Overview**" screen and under the "**Applications to the tribunal**" section, users have the ability to choose the "**Contact the tribunal about your case**" option.



The screenshot shows a web interface for a case overview. At the top, there is a progress bar with four stages: 'Claim accepted', 'Response accepted', 'View details of your hearings', and 'Case decision'. Below this, a blue box labeled 'Important' contains the text: 'The tribunal has acknowledged a claim against HMCTS. You should respond to this claim by 4 February 2025. Return to your saved response'. The main content area is divided into several sections: 'About you' (with a link 'View and edit your personal details' and a 'Not available yet' status), 'The claim' (with a link 'The claimant's ET1 claim form' and a 'Not viewed yet' status), 'Your response' (with a link 'Your response form (ET3)' and an 'In progress' status), 'Your hearings' (with a link 'View details of your hearings' and a 'Not available yet' status), 'Applications to the tribunal' (with links 'Your request and applications', 'Respondent's applications', and 'Contact the tribunal about your case', each with a 'Not available yet' status), 'Orders and requests from the tribunal' (with a link 'All orders and requests issued by the tribunal' and a 'Not available yet' status), 'Judgments from the tribunal' (with a link 'View all judgments' and a 'Not available yet' status), and 'Case documents' (with a link 'All documents' and an 'Optional' status). A large purple arrow points from the text in the previous block to the 'Contact the tribunal about your case' link in the 'Applications to the tribunal' section.

Contact the tribunal about your case continued

This will then show all of the options available to users.

Support users to select the reason for the contact and to complete the application details that follow.

Contact the tribunal about your case

Use the appropriate form to communicate with the tribunal.

These requests and applications will be reviewed by the tribunal and copied to the other party who will have an opportunity to respond.

You may be able to request that some details do not get shared with the other party.

[Show all sections](#)

I want to change my personal details

[Show](#)

Apply to postpone my hearing

[Show](#)

Apply to vary or revoke an order

[Show](#)

Apply to have a decision considered afresh

[Show](#)

Apply to amend my response

[Show](#)

Order the other party to do something

[Show](#)

Order a witness to give evidence

[Show](#)

Tell the tribunal the other party has not complied with an order

[Show](#)

Apply to restrict publicity

[Show](#)

Strike out all or part of the other party's claim

[Show](#)

Apply for the judgment to be reconsidered

[Show](#)

Contact the tribunal about something else

[Show](#)

View case documents

From the "**Case overview**" screen and under the "**Case documents**" section, users can have the ability to optionally choose the "**View documents**" option.

This will show them the page shown opposite, where they can **view** and **save** (download) available case documents.

Partner Tip:

- It's worth noting that as the case progresses, more documents may appear here, so it's worth checking back for changes.

Case number: [REDACTED]

Claim accepted Response accepted View details of your hearings Case decision

Important

The tribunal has acknowledged a claim against HMCTS

You should respond to this claim by 4 February 2025

[Return to your saved response](#)

About you

View and edit your personal details [Not available yet](#)

The claim

The claimant's ET1 claim form [Not viewed yet](#)

Your response

Your response form (ET3) [In progress](#)

Your hearings

View details of your hearings [Not available yet](#)

Applications to the tribunal

Your request and applications [Not available yet](#)

Respondent's applications [Not available yet](#)

[Contact the tribunal about your case](#) [Optional](#)

Orders and requests from the tribunal

All orders and requests issued by the tribunal [Not available yet](#)

Judgments from the tribunal

View all judgments [Not available yet](#)

Case documents

[All documents](#) [Optional](#)

GOV.UK Employment Tribunals [Sign out](#)

[Beta](#) Your feedback helps us to improve this service. [Cymraeg](#)

[Back](#)

All documents

Document (the documents below open in a new tab)	Type	Date
1 ET1 - Citizen One.pdf	ET1	3 September 2025

[Contact](#)

[Help](#) [Privacy](#) [Cookies](#) [Accessibility Statement](#) [Contact](#) [Terms and Conditions](#)
[Bysedd a Wasanethau Cymraeg](#) [Government Digital Service](#)

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Employer Contract Claim (breach of contract claim types)

This page allows respondents to indicate if they wish to make an Employer Contract Claim, providing background details if applicable. Employers can only make this kind of counterclaim if the employee has made a contract claim.

Partner Tip:

- Direct users to select **Yes** or **No** to indicate whether they are making an Employer Contract Claim.
- If they select **Yes**, show them where to enter the background and details of their claim, including key dates.
- Remind them they can upload a document with additional information if needed, especially if their explanation exceeds the provided space.

Encourage users to check their input carefully before clicking 'Save and continue'.

Employer Contract Claim

Your response

[Save and complete later](#)

Only available in limited circumstances where the Claimant has made a contract claim (see guidance)

Do you wish to make an Employer Contract Claim? (optional)

- ☒ Yes
☐ No

Please set out the background and details of your claim below, which should include all important dates (optional)

See guidance for more information on what details should be included. PLEASE NOTE – You will only be able to enter a limited amount of information here (up to 4500 characters). If you would like to include more please use our upload facility at the end of this form where you will be able to upload a Rich Text Format (.rtf) file. If you exceed 50 lines you will not receive full details of your claim in the PDF returned to you on submission of the form.

Save and continue

Check your answers (ET3)

This page provides a complete summary of the information entered in the ET3 form. Support the user to review all sections carefully before submitting. It may be hard to change the substance of their response later.

Partner Tip:

- Encourage users to scroll through the entire summary or read it aloud to them, checking each section for accuracy and completeness.
- If corrections are needed, show them how to use the ‘**Change**’ links next to each section to go back and make edits.
- Remind users that this is their final opportunity to review the details before submission.

Once everything is confirmed, direct users to click ‘**Submit**’.

Submit your response

By submitting your response you are confirming that the details you are providing are correct. You will not be able to change your response after you submit it. You can view your submitted response on the Case overview page.

Submit

GOV.UK Employment Tribunal

Check your answers

Contact details

Respondent name: HPECTS [Change](#)

What type of organisation is the respondent?: Limited Company [Change](#)

Company registration number (optional): [Change](#)

Address: 2nd Floor, Impact Building, London, England, E14 2DE [Change](#)

Name of contact (optional): [Change](#)

DI address (optional): [Change](#)

Contact phone number (optional): [Change](#)

How would you prefer to be contacted?: Email [Change](#)

What language would you like to be contacted in? (optional): English [Change](#)

Hearing format and employer details

Would you be able to take part in hearings by video and phone? (optional): Video [Change](#)

Do you have a physical, mental or hearing condition or health condition that means you need support during your case? (optional): No [Change](#)

How many people are the respondent's employees in Great Britain? (optional): 13 [Change](#)

Does the respondent own or control any other UK or Great Britain companies? (optional): No [Change](#)

How many employees at the end of the claimant's period? (optional): 13 [Change](#)

Early conciliations and employee details

Do you agree with the details given to you about early conciliation with Acas? Yes [Change](#)

Are the dates of employment given to the claimant correct? Yes [Change](#)

Is the claimant's employment with the respondent continuous? Yes [Change](#)

Is the claimant's job title correct? Yes [Change](#)

Are the claimant's average weekly work hours correct? Yes [Change](#)

Pay, pension and benefits details

Are the pay details given to the claimant correct? Yes [Change](#)

Are the claimant's other pension details correct? Yes [Change](#)

Are the claimant's pension and benefits details correct? Yes [Change](#)

Contest the claim

Does HPECTS contest the claim? No [Change](#)

Explain why HPECTS: No [Change](#)

Supporting material: [Change](#)

Submit your response

(Providing an answer. You will not be able to change your response after you submit it. You can view your submitted response on the Case overview page.)

Submit

83

Home Privacy Statement Accessibility Statement Contact Terms and Conditions

Home About Us The Tribunal Government Grants Service

GOV.UK

Final submission and feedback page

This page confirms the ET3 response has been successfully submitted and provides key details about the submission.

Partner Tip:

- Highlight the '**Case number**' and encourage users to save it for future reference but reassure them its attached to their account.
- Inform users where their response has been sent and how to contact the relevant tribunal office if needed, including the email address and phone number provided.
- Remind users they can download a PDF of their completed form from the '**Download your response**' section.
- Offer users to provide feedback on the service by clicking '**Give feedback**' if they wish.

Reassure users that no further action is needed unless instructed. They should regularly check their post or their email (whichever they selected as their preference) for updates.

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Employment Tribunals

Sign out

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Your response has been submitted

What happens next

You should receive email confirmation from the tribunal office processing your response within 5 working days. You may need to check your junk mail folder.

Submission details

Case number	6000127/2025
Response submitted	04/02/2025
Download your response	ET3 - HMCTS.pdf
Attachments included	-

For questions about this case

[Contact the tribunal about the case \(opens in new tab\)](#)

[Close and return to case overview](#)

[Contact us](#)

[Help](#) [Privacy](#) [Cookies](#) [Accessibility Statement](#) [Contact](#) [Terms and Conditions](#)

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12.2

ET1 – Legacy Form



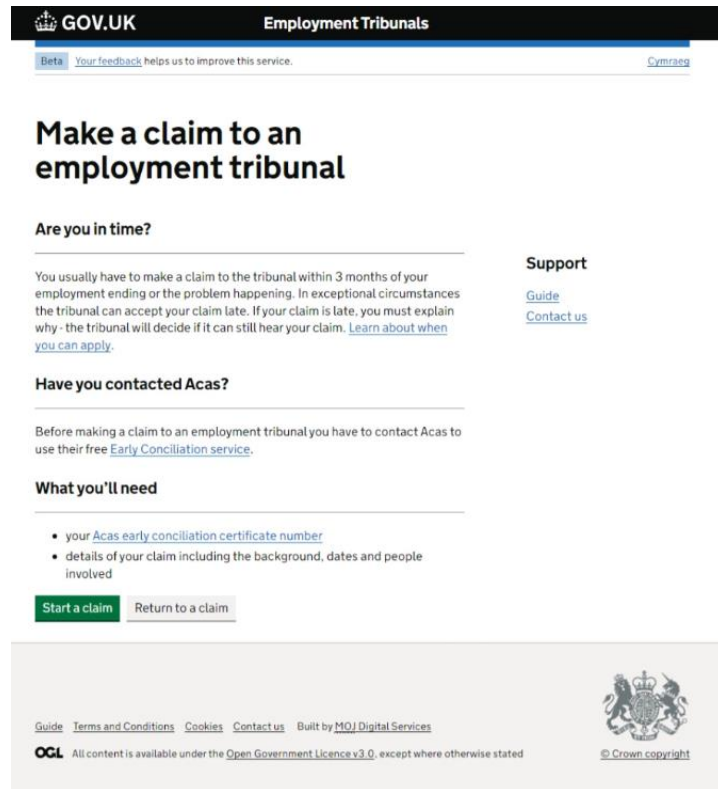
Communicating with the tribunal

The ET1 Legacy form is for single claimants being represented by a non-legal representative (family/friend) and multiple/group claims. It is a linear application process that follows the normal Gov.uk design language/logic.

This initial page ensures users are ready to start their claim. Check if they meet the time limit (usually 3 months) and confirm they've contacted Acas for Early Conciliation. They'll need their Acas certificate number and details of their claim (Unless an exemption applies).

Click **Start a Claim** to begin or **return to a claim** to access a previous Claim (the user will need their **Claim and return number**).

Partner Tips: Their case is only started when they press the 'submit your claim' button and get the '**Claim submitted**' confirmation screen later in the process.



GOV.UK Employment Tribunals

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Make a claim to an employment tribunal

Are you in time?

You usually have to make a claim to the tribunal within 3 months of your employment ending or the problem happening. In exceptional circumstances the tribunal can accept your claim late. If your claim is late, you must explain why - the tribunal will decide if it can still hear your claim. [Learn about when you can apply.](#)

Have you contacted Acas?

Before making a claim to an employment tribunal you have to contact Acas to use their free [Early Conciliation service](#).

What you'll need

- your [Acas early conciliation certificate number](#)
- details of your claim including the background, dates and people involved

[Start a claim](#) [Return to a claim](#)

[Guide](#) [Terms and Conditions](#) [Cookies](#) [Contact us](#) Built by [MOJ Digital Services](#)

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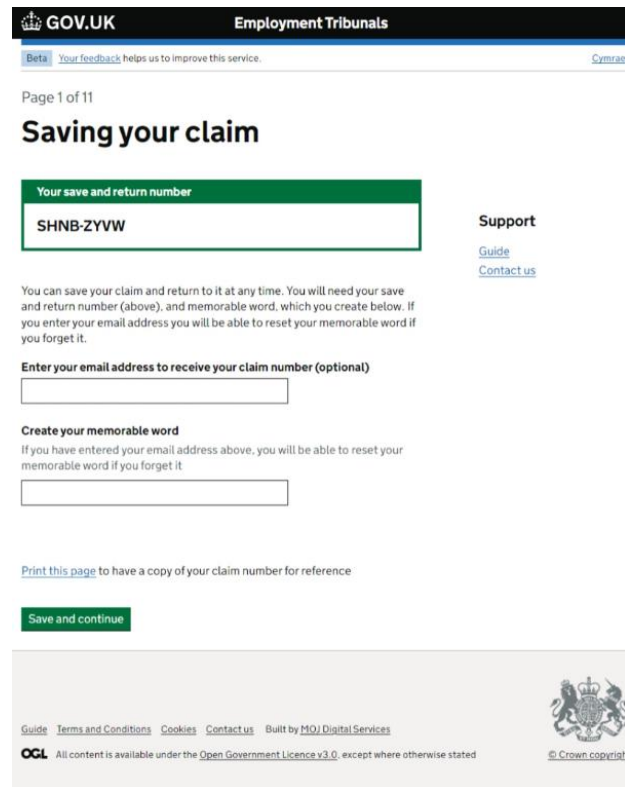
Saving your claim

This screen provides users with a unique **Save and Return Number** for accessing their claim later. They also need to create a memorable word for security.

Partner Tips:

- Encourage users to note down or print their Save and Return Number.
- If possible, they should enter an email address to retrieve their details if needed.
- Remind them to choose a memorable word they won't forget.

Once complete, guide them to select **Save and Continue**.



The screenshot shows the 'Saving your claim' page on the GOV.UK Employment Tribunals website. The page has a dark blue header with the GOV.UK logo and 'Employment Tribunals'. Below the header, there's a 'Beta' badge and a link to 'Your feedback'. The main heading is 'Saving your claim'. A green box contains the 'Your save and return number' 'SHNB-ZYVW'. To the right, there's a 'Support' section with links to 'Guide' and 'Contact us'. Below the number box, there's a text area explaining that users can save their claim and return to it at any time, and that they need their save and return number and a memorable word. It also mentions that entering an email address allows them to reset their memorable word if they forget it. There are two input fields: one for 'Enter your email address to receive your claim number (optional)' and another for 'Create your memorable word'. At the bottom, there's a 'Print this page' link and a 'Save and continue' button. The footer includes links to 'Guide', 'Terms and Conditions', 'Cookies', 'Contact us', and 'Built by MQJ Digital Services'. It also mentions 'OGL All content is available under the Open Government Licence v3.0, except where otherwise stated' and '© Crown copyright'.

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Page 1 of 11

Saving your claim

Your save and return number

SHNB-ZYVW

Support

[Guide](#)

[Contact us](#)

You can save your claim and return to it at any time. You will need your save and return number (above), and memorable word, which you create below. If you enter your email address you will be able to reset your memorable word if you forget it.

Enter your email address to receive your claim number (optional)

Create your memorable word

If you have entered your email address above, you will be able to reset your memorable word if you forget it

[Print this page](#) to have a copy of your claim number for reference

Save and continue

[Guide](#) [Terms and Conditions](#) [Cookies](#) [Contact us](#) Built by MQJ Digital Services

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Claimants Details

This page requires the user to provide personal and contact information relevant to their claim.

Partner Tips:

- Support the user in entering their name, date of birth (if applicable), and contact details.
- Highlight the importance of selecting their preferred method of correspondence (email or post).
- If the user indicates a disability, ensure they select the appropriate option for assistance.
- Show them where to specify if they can take part in video or phone hearings.

Direct the user to check all fields carefully and proceed by selecting **Save and Continue**.

GOV.UK Employment Tribunals

[Help](#) [Feedback](#) [Help us to improve this service](#) [Sign out](#)

Page 2 of 11

Claimant's details

About the claimant

Information about the person or organisation making this claim (known as the 'claimant').

Title (optional)

First name

Last name

Date of birth (optional)
For example, 23 04 1981
Day Month Year

Gender (optional)
☐ Male ☐ Female ☐ Prefer not to say

Do you have a disability which means you require assistance at the tribunal hearing?
E.g documents in Braille, or a sign language interpreter
☐ Yes ☐ No

Claimant's contact details

Building number or name

Street

Town/city

County
E.g If London, Greater London; if Manchester, Greater Manchester

Postcode

Country
☐ United Kingdom ☐ Outside United Kingdom

Phone or mobile number (optional)

Alternative phone or mobile number (optional)

Best way to send correspondence to you (the claimant)
Note that if you have a representative (by solicitor) then all future correspondence will be sent to them.
☐ Email ☐ Post

Would you be able to take part in hearings by video and phone?
Further details on video hearings can be found on the following link: <https://www.gov.uk/guidance/tribunals-telephone-and-video-hearings-during-coronavirus-outbreak>
☐ Yes, I can take part in video hearings
☐ Yes, I can take part in phone hearings
☐ None

[Save and continue](#)

Support
[Sign in](#)
[Contact us](#)
Your claim
[Save and complete later](#)

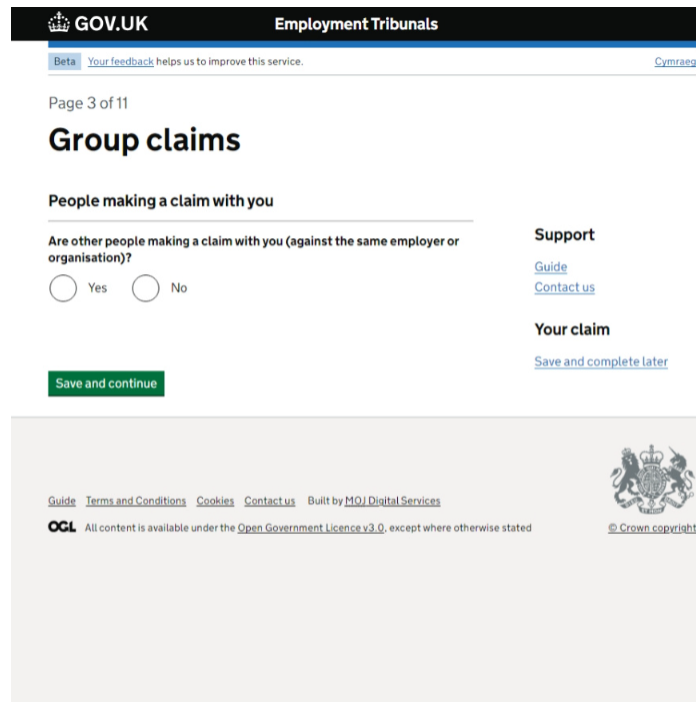
Group Claims

This page asks if other people are making a claim alongside the user against the same employer or organisation.

Partner Tip:

- Explain to users that they should select "Yes" if they are submitting a claim with others and "No" if they are claiming alone.
- If unsure, remind them they can ask for further clarification before proceeding.

Ensure they select the appropriate option and click **Save and Continue**.



GOV.UK Employment Tribunals

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Page 3 of 11

Group claims

People making a claim with you

Are other people making a claim with you (against the same employer or organisation)?

☐ Yes ☐ No

[Save and continue](#)

Support
[Guide](#)
[Contact us](#)

Your claim
[Save and complete later](#)

[Guide](#) [Terms and Conditions](#) [Cookies](#) [Contact us](#) Built by [MOJ Digital Services](#)

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Group Claims (Details)

This page allows users to include details of other claimants if they are making a group claim against the same employer or organisation. They must only add details of people who have agreed to be added as a claimant.

Partner Tip:

- If the user selects "Yes," guide them to enter the required information for additional claimants (e.g., name, address, and date of birth).
- For groups of more than 5, point out the option to upload details via a separate spreadsheet. (This will need more explaining if the user is Digitally Excluded)
- Use the **Add more claimants** button to include additional individuals if applicable.

Encourage users to review the information before clicking **Save and Continue**.

GOV.UK Employment Tribunals [Contact us](#)

Feedback: Your feedback helps us to improve this service.

Page 3 of 11

Group claims

People making a claim with you

Are other people making a claim with you (against the same employer or organisation)?

☒ Yes ☐ No

For 5 or fewer claimants, enter their details below.
For 6 or more claimants, you can [upload their details in a separate spreadsheet](#).

Claimant 2

Title (optional)

First name

Last name

Date of birth (optional)
For example, 23 04 1981
Day Month Year

Building number or name

Street

Town/city

County
Eg If London, Greater London; If Manchester, Greater Manchester

Postcode

[Add more claimants](#)

[Save and continue](#)

Support
[Guide](#)
[Contact us](#)

Your claim
[Save and complete later](#)

Respondent's details

This page captures information about the organisation or individual the claim is against (the respondent) and verifies if the Acas Early Conciliation process has been completed.

Partner Tip:

- Guide the user to fill in the respondent's name and address accurately, as this will be used for correspondence. The name should be exactly as it is on the **Acas Early Conciliation Certificate**.
- If the user's work address differs from the respondent's address, show them where to add those details.
- Help them to add the **Acas Early Conciliation Certificate Number** correctly, unless they are one of the few people who are exempt. If they are exempt, support them to select the correct exemption reason. If they do not have a number and are not exempt, explain that they must get in touch with Acas using [Acas' online form](#).

Encourage the user to check everything is correct before clicking **Save and Continue**.

GOV.UK Employment Tribunals

Page 5 of 11

Respondent's details

About the respondent

The contact details of the person or organisation you're making a claim against (known as the 'respondent'). The address will be used for correspondence about the case.

Name of respondent

Building number or name

Street

Town/city

County

Eg If London, Greater London; If Manchester, Greater Manchester

Postcode

Your work address

Did you work at the same address to the one given above?

☐ Yes ☒ No

Give details of your work address.

Building number or name

Street

Town/city

County (optional)

Eg If London, Greater London; If Manchester, Greater Manchester

Postcode

Acas early conciliation certificate number

Do you have an Acas number?

☐ Yes ☒ No

Why don't you have an Acas number?

Please note: Incorrectly claiming an exemption may lead to your claim being rejected. If in doubt, please contact ACAS.

☒ Another person I'm making the claim with has an Acas early conciliation certificate number

☐ Acas doesn't have the power to conciliate on some or all of my claim

☐ My employer has already been in touch with Acas

☐ The claim consists only of a complaint of unfair dismissal which contains an application for interim relief

Save and continue

Additional respondents

This page allows users to add details of any additional respondents if they are making claims against more than one person or organisation.

Partner Tip:

- If the user selects "Yes," guide them to enter the name and address of the additional respondent(s).
- Highlight the need for an **Acas Early Conciliation Certificate Number** for each additional respondent unless an exemption applies.
- Use the **Add another respondent** button to include multiple respondents if necessary.

Encourage users to check everything is correct before clicking **Save and Continue**.

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Employment Tribunals

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Page 6 of 11

Additional respondents

Claims against more than one employer
Are you making a claim against another person or organisation?

☒ Yes ☐ No

Respondent 2

Name of respondent

Building number or name

Street

Town/city

County
Eg If London, Greater London; If Manchester, Greater Manchester

Postcode

Do you have an Acas number?

☐ Yes ☐ No

Add another respondent

Save and continue

Support
[Guide](#)
[Contact us](#)

Your claim
[Save and complete later](#)

 **We Are Group**

[Guide](#) [Terms and Conditions](#) [Cookies](#) [Contact us](#) [Built by MOJ Digital Services](#)

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Employment details

This page gathers details about the user's employment relationship with the respondent, including work history, pay, and benefits.

Partner Tip:

- Guide users to complete the required sections, such as their employment start date and current work status with the employer. Support them to ensure their answers are correct as it may affect their claim.
- Highlight optional sections like notice periods, weekly hours worked, and pay details, ensuring users can find the necessary information on payslips.
- For pension and benefits (e.g., a company car), show users where to enter this information.

Encourage users to check everything is correct before clicking **Save and Continue.**

GOV.UK Employment Tribunals

Page 7 of 11

Employment details

Your employment details

Have you ever been employed by the person or organisation that you're making this claim against?

☒ Yes ☐ No

What is your current work situation in relation to the employer you're making a claim against?

☒ Still working for this employer
☐ Working a notice period for this employer
☐ No longer working for this employer

Employment details

Job title (optional)
The job you were doing at the time of the problem at work

Employment start date (optional)
For example, 22 04 2014 (if you don't know the exact date then put your best estimate)

Day Month Year

Did you work (or get paid for) a period of notice? (optional)
☐ Yes ☐ No

Average hours worked per week (optional)
Don't include overtime

Pay, pension and benefits

How often were you paid (optional)
☐ Weekly ☐ Monthly ☐ Annually

Pay before tax (optional)
This is your gross pay, before tax and other deductions. You can find it on your payslip. Don't include any overtime payments

€

Pay after tax (optional)
This is your net or take-home pay, after tax and other deductions. You can find it on your payslip. Include overtime, commission and bonuses

€

Are - or were - you a member of your employer's pension scheme? (optional)
☐ Yes ☐ No

Do - or did - you have any benefits, like a company car? (optional)
Details of benefit(s)

Save and continue

About the claim

This page captures details about the nature of the user's claim, including the type of issue, any whistleblowing concerns, and other relevant claim information.

Partner Tip:

- Guide users to select all that are relevant (e.g., unfair dismissal, discrimination, pay issues). It is important to select all that apply as it will be hard to add something later.
- If the user's claim doesn't fit the predefined options, show them where to briefly describe it under **"Other type of claim."**
- For whistleblowing claims, explain where to provide details and, if needed, add the name of the relevant regulator.

Encourage users to check all selections and entries before clicking **Save and Continue**.

GOV.UK Employment Tribunals

Page 8 of 11

About the claim

What your claim is about

Select at least one of the claim types below.

Unfair dismissal

[What is this?](#)

☒ Unfair dismissal (including constructive dismissal)

Discrimination

☒ Sex (including equal pay)

☒ Disability

☒ Race

☒ Age

☒ Pregnancy or maternity

☒ Religion or belief

☒ Sexual orientation

☒ Marriage or civil partnership

☒ Gender reassignment

Pay

☒ Redundancy pay

☒ Notice pay

☒ Holiday pay

☒ Arrears of pay

☒ Other payments

Other type of claim (not shown above)

If you can't see a good match for your claim or want to add a claim that doesn't appear in the options above.

☒ Other type of claim

State the other type of claim(s) that you're making

Give a very short description of your claim: you will have the opportunity to add more detail on the next page.

You have 150 characters remaining

Whistleblowing claim

Are you reporting suspected wrongdoing at work?

You can report things at work that aren't right, are illegal or if anyone is neglecting their duties (also known as making 'disclosure in the public interest').

☒ Yes ☐ No

Do you want us to send a copy of your claim to the relevant person or body that deals with whistleblowing?

☐ Yes ☒ No

Name of relevant regulator

[Save and continue](#)

Claim details

This page allows users to provide a detailed description of their claim and indicate any related claims made by others.

Partner Tip:

- Support users to explain their claim and why they think what happened was unlawful. Take your time on this – it is very important. The user needs to mention everything which forms part of their claim – it will be hard to add things later.
- They need to describe key events including what was done, the names of the people involved, the names of any witnesses who have agreed to provide supporting evidence, and the dates it took place.
- Write this on a separate document and copy and paste or upload when you are ready. Otherwise the system might ‘time you out’.
- They should read this over carefully.
- If they are aware of others making similar claims, guide them to indicate this and add names if appropriate.

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Employment Tribunals

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Page 9 of 11

Claim details

Describe your claim

Write your claim statement below. Include the background, dates and people involved. [More about writing your claim statement.](#)

[Or upload it as a separate document](#)

Describe your claim

You have 2,500 characters remaining

Similar claims

Do you know of any other claimants (not already listed) making similar claims against the same employer?

A judge may combine similar claims to manage and hear them together. This may save you and the tribunal time and money.

☒ Yes ☐ No

You can add the names of other people here. (optional)

You have 350 characters remaining

[Save and continue](#)

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Claim outcome

This page allows users to select their preferred outcome(s) if their claim is successful and provide details about any compensation they are seeking.

Partner Tip:

- Guide users to choose one or more outcomes, such as compensation or recommendations for workplace changes.
- If the user is seeking compensation (money), they are asked to provide an estimate of the amount they are seeking. For more information on how to calculate the sum of compensation, see [How to value a claim for employment tribunal](#). They should show how it was calculated.
- This question is optional. If they prefer, they can wait until after they submit to give their estimate. (Depending on their claim, it might be complicated – if they skip this for now, remind them they need to work it out soon).
- Encourage users to double check their answers as it is very important.

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Employment Tribunals

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Page 10 of 11

Claim outcome

Choose your preferred outcome(s)

What do you want if your claim is successful? (optional)

You can select more than one

☐ Compensation

☐ A recommendation from a tribunal (that the employer takes action so that the problem at work doesn't happen again)

☐ To get your old job back

☐ To get another job with the same employer or associated employer

What compensation or other outcome do you want? (optional)

If you're claiming financial compensation, you can say how much you want and how you worked out the sum. You can change these details later, or leave this section blank if you don't know.

[Save and continue](#)

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Support

[Guide](#)
[Contact us](#)

Your claim

[Save and complete later](#)

6 Check your claim

This penultimate page provides a summary of all the information entered in the claim. Users must review their details carefully before submitting.

Partner Tip:

- Encourage users to scroll through the entire page or read it out to them, so that they can verify that all sections are accurate and complete.
- If any corrections are needed, guide them on how to navigate back to the relevant section to make changes.
- Remind users that they need their save and return number to come back to this if they do not click submit.
- **Remind them that this is their last chance to edit details before submitting the claim and that it can be hard to add more events or issues later.**

Once all information is confirmed, direct the user to select **Submit claim**.

[illegible]

Claim Submitted

This page confirms that the claim has been successfully submitted and provides a submission reference.

Partner Tip:

- Highlight the submission reference number and encourage the user to save or write it down for future reference.
- Show users where to print this page or download a PDF of the completed form when it becomes available.
- Explain that they will be contacted once the claim is sent to the respondent, but a specific timescale may not be provided.
- Point out optional actions like completing the diversity monitoring questionnaire.

Reassure users that no further action is needed at this stage unless requested. They should regularly check their post or their email (whichever they selected as their preference) for updates.

Claim submitted

Your submission reference

262000259000

What happens next

In view of the current situation with COVID-19, updated guidance from HMCTS is available here:

<https://www.gov.uk/guidance/coronavirus-covid-19-courts-and-tribunals-planning-and-preparation>

We will contact you once we have sent your claim to the respondent and explain what happens next. At present, it is not possible to predict an exact timescale.

Submission details

Download your claim	Not quite ready yet - a PDF version of your completed form will be available for download shortly
Claim submitted	Submitted 12 September 2024
Tribunal office	Midlands (East) ET. midlandseastet@justice.gov.uk, 0115 947 5701
Attachments included	None

[Print this page](#) for your records

[Your feedback](#) helps us improve this service.

Help us keep track. Complete our [diversity monitoring questionnaire](#).

13 ET3 – Legacy Form



Communicating with the tribunal

This page introduces the ET3 response form, which is used when responding to an employment tribunal claim.

Partner Tip:

- Highlight what the user needs to complete the form, such as the case number, employment details, pay information, and Acas Early Conciliation details.
- Explain that users can save a PDF copy after submission and review or edit their answers before finalising.
- Inform users their session will time out after one hour on a single page, so saving progress is essential. It would be sensible to write the longer answers on a separate document for this reason.

Guide them to click **Start now** to begin or **Return to my response** to continue a saved form

Introduction

Complete and submit an ET3 response form when someone makes an employment tribunal claim against you.

If you're a legal professional or another type of professional who received a 16-digit reference number in your response pack, you can [respond online using a MyHMCTS account](#).

Other Relevant Links

[How to make a claim](#)

[How to make a response](#)

[More from the Working, jobs and pensions category](#)

What you need for this form

- your case number (on the letter we sent you)
- claimant's employment start and end dates, hours of work and period of notice
- details of claimant's pay and benefits, before and after tax
- any Acas Early Conciliation details you may have, such as the certificate number
- a description of your response to the claim, including dates and the people involved
- details of your representative, like a solicitor, if you have one

How to fill in the form

- your information will not be saved if you spend longer than 1 hour on a single page
- you can review and edit your answers before you submit the form
- you can save a PDF of your form after you submit it

Data Protection Act 1998

We will send a copy of this form to the claimant and the Advisory, Conciliation and Arbitration Service (ACAS). We will put the information you give us on this form onto a computer. This helps us to monitor progress and produce statistics. Information provided on this form is passed to the Department for Business, Innovation and Skills to assist research into the use and effectiveness of employment tribunals.

[Start now](#)

[Return to my response](#)

Saving Your Response

This page provides the user with a unique **Save and return number** to access their ET3 form later.

Partner Tip:

- Encourage users to note down or print their Save and return number.
- Suggest entering an email address to receive the number and reset their memorable word if needed.
- Guide them to create a memorable word they can easily recall for future access.

Once complete, direct them to click **Save and continue** to proceed.

Saving your response

Your save and return number

HTJW-Z8M1

You can save your response and return to it at any time. You will need your save and return number (above), and memorable word, which you create below. If you enter your email address you will be able to reset your memorable word if you forget it.

Enter your email address to receive your save and return number (optional)

Create your memorable word

If you have entered your email address above, you will be able to reset your memorable word if you forget it

[Print this page](#) to have a copy of your save and return number for reference

Save and continue

Respondent's Details

This page collects details about the individual, company, or organisation responding to the claim.

Partner Tip:

- Guide users to fill in the respondent's name, address, and contact details accurately.
- Highlight optional fields, such as the company number and the type of employer, if applicable.
- Ensure users select their preferred contact method (email or post) and indicate if they can participate in hearings via phone or video.
- If the organisation has more than one site in Great Britain, ensure the correct response is selected.

Remind users to double-check their entries before clicking **Save and continue**.

Respondent's Details

Your response

[Save and complete later](#)

Case number

Name of individual, company or organisation

Enter the company number, if applicable (optional)

What type of employer is the respondent? (optional)

Please select

Title (optional)

Please select

Full name of contact (optional)

For example, John Smith

Building name or number

Street

Town/City

County (optional)

Postcode

Document exchange (DX) number (optional)

Contact number (optional)

Mobile number (optional)

If different to your primary contact number

How would you prefer us to contact you? (optional)

☐ Email

☐ Post

Would you be able to take part in hearings by video and phone?

☐ Yes, I can take part in phone hearings.

☐ Yes, I can take part in video hearings.

How many people does this organisation employ in Great Britain? (optional)

For example, 10

Does this organisation have more than one site in Great Britain? (optional)

☐ Yes

☐ No

[Save and continue](#)

Claimant's Details

This page allows respondents to review and confirm or dispute details provided by the claimant about their employment and Early Conciliation with Acas.

Partner Tip:

- Guide users to confirm or dispute the claimant's information about Early Conciliation, employment dates, job title, or current employment status.
- If they disagree with any details, show them where to provide a clear explanation or the correct information in the optional text boxes.
- Ensure users carefully review all sections before proceeding.

Encourage users to check their entries and select **Save and continue** once complete.

GOV.UK Employment Tribunals

Claimant's details Your response [Save and complete later](#)

Claimant's full name (optional)

Do you agree with the details given by the claimant about Early Conciliation with Acas? (optional)

☐ Yes

☒ No

Why do you disagree with the claimant? (optional)

Are the dates of employment given by the claimant correct? (optional)

☐ Yes

☒ No

☐ Not applicable

When their employment started (optional)

For example, 31 03 2010

Day Month Year

When their employment ended or will end (optional)

For example, 01 12 2017

Day Month Year

Why do you disagree with the dates given by the claimant? (optional)

Is their employment continuing? (optional)

☒ Yes

☐ No

☐ Not applicable

Is the claimant's description of their job or job title correct? (optional)

☐ Yes

☒ No

☐ Not applicable

Please give the details you believe to be correct (optional)

Save and continue

Claimant's Earnings and Benefits

This page allows respondents to confirm or dispute the claimant's details regarding their work hours, pay, and benefits.

Partner Tip:

- Show users where to review the claimant's information on work hours, pay before and after tax, and any benefits (e.g., pensions or medical insurance).
- If the respondent disagrees, guide them to provide correct details in the text boxes provided. Remind them the details will need to be the same as on the claimant's payslips.
- Remind users that optional sections can be left blank if not applicable.

Encourage users to carefully check all entries before selecting **Save and continue.**

Claimant's earnings and benefits

Your response

[Save and complete later](#)

You need to check the detail's provided by the claimant. We sent these to you.

Are the hours of work correct? (optional)

- ☐ Yes
☒ No
☐ Not applicable

Tell us the details you believe to be correct. (optional)

Enter hours per week, for example 35

Are the earnings correct? (optional)

- ☐ Yes
☒ No
☐ Not applicable

Pay before tax (optional)

Including overtime, commission, bonuses, etc. For example, 28000

Pay before tax period (optional)

- ☒ Monthly
☐ Weekly
☐ Annually

Normal time home pay (optional)

Including overtime, commission, bonuses, etc. For example, 20000

Normal time home pay period (optional)

- ☒ Monthly
☐ Weekly
☐ Annually

Are the details about being paid for or working a period of notice correct? (optional)

- ☐ Yes
☒ No
☐ Not applicable

Tell us the details you believe to be correct. (optional)

Explain what happened and why. Enter up to 400 characters. You can upload a document with more details before you submit your response.

Are the details about pensions and other benefits correct? (optional)

For example a company car or medical insurance

- ☐ Yes
☒ No
☐ Not applicable

Tell us the details you believe to be correct. (optional)

Enter up to 300 characters. You can upload a document with more details before you submit your response.

[Save and continue](#)

[Contact](#) [Privacy policy](#) [Terms and conditions](#) [Contact us](#)

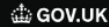
Defend The Claim

This page asks respondents to confirm if they intend to defend the claim and provide supporting facts if applicable.

Partner Tip:

- Guide users to select **Yes** or **No** depending on whether they intend to defend the claim.
- If defending, show them where to enter the key facts they rely on or upload a document with additional details.
- Encourage them to take their time as their answer is very important. They should respond to each paragraph of the claimant's claim details, explaining what they disagree with and why. It might be useful for them to refer the claimant's employment contract or their employee handbook.
- Remind users the text box is optional but can accommodate up to 2,500 characters.

Encourage users to review their input very carefully before selecting **Save and continue**.

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Employment Tribunals

Do you defend the claim ?

☒ Yes

☐ No

Your response

[Save and complete later](#)

Tell us the facts that you rely on to defend the claim. (optional)

You can enter up to 2500 characters. You can upload a document with additional details before you submit your response.

Save and continue

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 **We Are Group**



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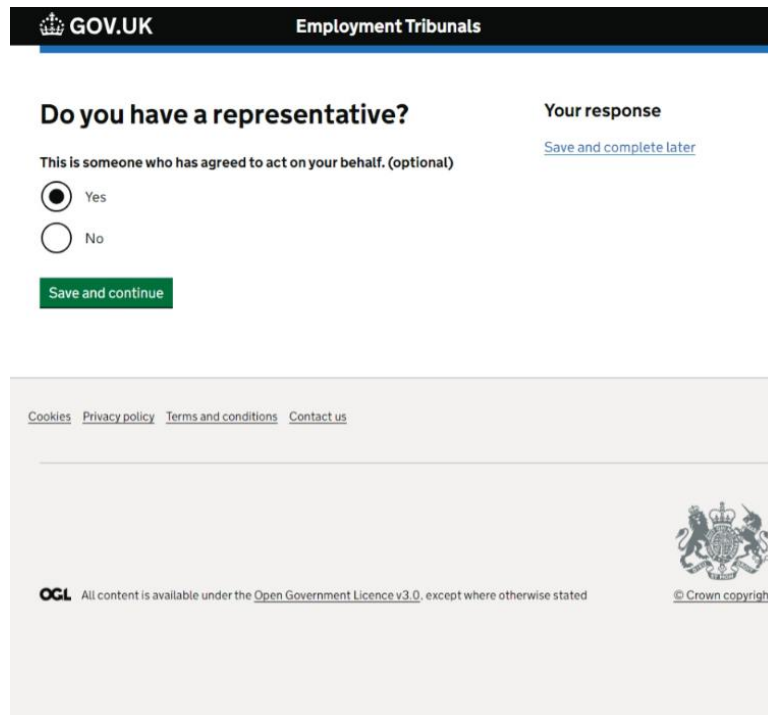
Do You Have a Representative?

This page asks respondents whether they have someone acting on their behalf during the tribunal process.

Partner Tip:

- Guide users to select **Yes** if they have a representative, such as a solicitor, and **No** if they do not.
- Remind them this is optional and can be left blank if they are unsure.

Direct them to click **Save and continue** to proceed.



The screenshot shows the GOV.UK Employment Tribunals website. At the top, there's a black header with the GOV.UK logo and 'Employment Tribunals' text. Below this, the main heading is 'Do you have a representative?'. To the right, under 'Your response', there's a link 'Save and complete later'. The question text is 'This is someone who has agreed to act on your behalf. (optional)'. There are two radio button options: 'Yes' (which is selected) and 'No'. Below the options is a green button labeled 'Save and continue'. At the bottom of the page, there's a footer with links for 'Cookies', 'Privacy policy', 'Terms and conditions', and 'Contact us'. On the right side of the footer is the Royal Coat of Arms and the text '© Crown copyright'. On the left side of the footer is the OGL logo and the text 'All content is available under the Open Government Licence v3.0, except where otherwise stated'.

Your Representative's Details

This page collects information about the representative acting on the respondent's behalf.

Partner Tip:

- Assist users in selecting the **Type of Representative** from the provided list (e.g., solicitor, union).
- Guide them to fill in the representative's name, contact details, and organisation, if applicable.
- Show users where to specify their preferred communication method (email or post) and confirm if their representative can participate in phone or video hearings.

Encourage users to review the details before clicking **Save and continue**.

Your Representative's Details

Your response

[Save and complete later](#)

Fill in this section if someone has agreed to represent you. If you do fill this in we will in future only contact your representative and not you.

Type of Representative

- ☐ Citizen's advice bureau
- ☐ Free representation unit
- ☐ Law centre
- ☐ Union
- ☐ Solicitor
- ☐ Private individual
- ☐ Trade association
- ☐ Other

Name of the representative's organisation (optional)

Representative's full name

Building name or number

Street

Town/City

County (optional)

Postcode

Phone number (optional)

Mobile number (optional)

Document exchange (DX) number (optional)

Reference (optional)

How would you prefer us to contact your representative? (optional)

- ☐ Email
- ☐ Post

Would you be able to take part in hearings by video and phone?

- ☐ Yes, I can take part in phone hearings
- ☐ Yes, I can take part in video hearings

[Save and continue](#)

Disability

This page asks if the respondent has a disability and allows them to specify any assistance they may require during the tribunal process.

Partner Tip:

- Guide users to select **Yes**, **No**, or **Not applicable** depending on their circumstances.
- If they select **Yes**, direct them to describe their disability and specify the assistance needed, such as adjustments for hearings. They may need documents in a different format, longer breaks or shorter days, the hearing to be held in an accessible space, or a sign language interpreter.
- Highlight that they can include additional details by uploading a document at the end of the form.

Encourage users to check their entry before clicking **Save and continue**.

Disability

Your response

[Save and complete later](#)

Do you have a disability? (optional)

- ☒ Yes
- ☐ No
- ☐ Not applicable

It would help us if you could say what this disability is and tell us what assistance, if any, you will need as your claim progresses through the system, including for any hearings that maybe held at tribunal premises

PLEASE NOTE – You will only be able to enter a limited amount of information here (up to 350 characters) if you would like to include more please use our upload facility at the end of this form where you will be able to upload a Rich Text Format (.rtf) file.

Save and continue

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Employer Contract Claim

This page allows respondents to indicate if they wish to make an Employer Contract Claim, providing background details if applicable. Employers can only make this kind of counterclaim if the employee has made a contract claim.

Partner Tip:

- Direct users to select **Yes** or **No** to indicate whether they are making an Employer Contract Claim.
- If they select **Yes**, show them where to enter the background and details of their claim, including key dates.
- Remind them they can upload a document with additional information if needed, especially if their explanation exceeds the provided space.

Encourage users to check their input carefully before clicking **Save and continue**.

Employer Contract Claim

Your response

[Save and complete later](#)

Only available in limited circumstances where the Claimant has made a contract claim (see guidance)

Do you wish to make an Employer Contract Claim? (optional)

☒ Yes

☐ No

Please set out the background and details of your claim below, which should include all important dates (optional)

See guidance for more information on what details should be included. PLEASE NOTE – You will only be able to enter a limited amount of information here (up to 4500 characters). If you would like to include more please use our upload facility at the end of this form where you will be able to upload a Rich Text Format (.rtf) file. If you exceed 50 lines you will not receive full details of your claim in the PDF returned to you on submission of the form.

Save and continue

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Additional Information

This page allows respondents to upload any extra information that may support their response and has not been included so far.

Partner Tip:

- Inform users this step is optional and they only need to upload a file if they have additional details to provide.
- Ensure they use the supported file format (.rtf) and click **Choose File** to select their document.
- Remind users to verify the upload before clicking **Save and continue**.

If no additional information is needed, they can proceed without uploading anything.

 **GOV.UK**

Employment Tribunals

Additional Information

Your response

[Save and complete later](#)

Please upload a file to provide any important additional information about your response which you have not been able to include so far (optional)

Supported file type: .rtf

[Choose File](#)

[Save and continue](#)

[Cookies](#) [Privacy policy](#) [Terms and conditions](#) [Contact us](#)



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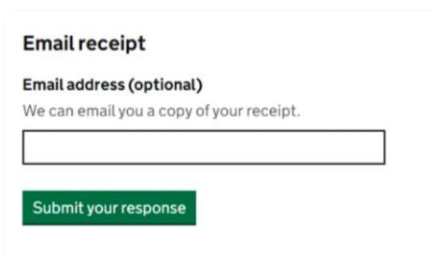
Check Your Response

This page provides a complete summary of the information entered in the ET3 form. Support the user to review all sections carefully before submitting. It may be hard to change the substance of their defence later.

Partner Tip:

- Encourage users to scroll through the entire summary or read it aloud to them, checking each section for accuracy and completeness.
- If corrections are needed, show them how to use the **Change** links next to each section to go back and make edits.
- Remind users that this is their final opportunity to review the details before submission.

Once everything is confirmed, direct users to click **Submit response**.

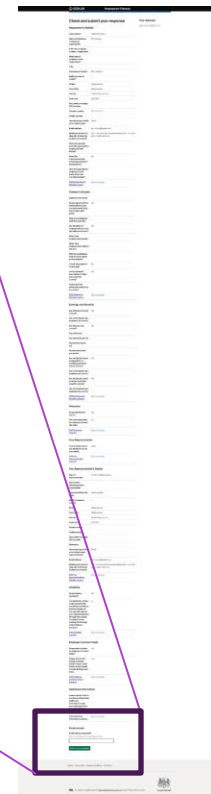


Email receipt

Email address (optional)
We can email you a copy of your receipt.

Submit your response

A callout box with a purple border points from this form to a small inset of the same form located at the bottom of a long scrollable page.



A long, narrow vertical scrollable page containing a summary of form data. At the bottom, a small inset box shows the 'Email receipt' form, which is highlighted by a purple callout box from the larger form above.

Final Submission and Feedback Page

This page confirms the ET3 response has been successfully submitted and provides key details about the submission.

Partner Tip:

- Highlight the submission number and encourage users to save it for future reference.
- Inform users where their response has been sent and how to contact the relevant tribunal office if needed, including the email address and phone number provided.
- Remind users they can download a PDF of their completed form when it becomes available.
- Encourage users to provide feedback on the service by clicking **Give feedback** if they wish.

Reassure users that no further action is needed unless instructed. They should regularly check their post or their email (whichever they selected as their preference) for updates.

Response submitted

Your submission number

182000001100

In view of the current situation with COVID-19, updated guidance from HMCTS is available here:

<https://www.gov.uk/guidance/coronavirus-covid-19-courts-and-tribunals-planning-and-preparation>

We've sent a copy of your response to et.citizen1@hmcts.net. You can also [Not quite ready yet - a PDF version of your completed form will be available for download shortly.](#)

Your response submitted on 12 September 2024, has been sent to 4th Floor, City Exchange, 11 Albion Street, Leeds LS1 5ES

If you need to contact them, please email leedset@justice.gov.uk or call 0113 245 9741

You will need to include or quote your case number.

Your feedback

We'd like your feedback on this service so we can improve it.

Give feedback >

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Any questions?



Thank you!