

## **REQUEST FOR CASEWORK ASSISTANCE**

The NASUWT provides casework services to members, via lay officers and paid officials.

Casework assistance can take many forms, from initial advice about employment-related issues to personal representation at formal hearings and meetings, as necessary, depending on your circumstances.

To enable us to provide you with the advice and support you require, following your request for assistance, please complete this form, and return it, as soon as possible.

Following its safe receipt, the information provided will inform an initial assessment of your position and the allocation to you of an accredited caseworker.

If possible, when returning the form, please attach a copy of any letters or other documents that you have received, to assist with this assessment.

Many thanks.

**NB:** The form is an editable 'pdf' compatible with most portable electronic devices, but if you experience difficulties, please try one of the following:

- (i) save it to a desktop;
- (ii) make sure you have downloaded Adobe;
- (iii) contact us and we will send a hard copy in the post.

## A. OUR COMMITMENTS TO YOU

Members are at the centre of everything we do and you will be supported in the context of the Rules of the Union: [www.nasuwt.org.uk/rulesoftheunion](http://www.nasuwt.org.uk/rulesoftheunion).

We will act in your best interests at all times.

We will treat you with dignity and respect.

We will protect your privacy and safeguard your confidentiality ([www.nasuwt.org.uk/privacypolicy](http://www.nasuwt.org.uk/privacypolicy)).

We will not contact your employer or any third party without your permission.

We will give you advice in a manner that enables you to make informed decisions.

We will provide you with information and updates on the progress of your case.

We will provide you with advice, rather than instruct you, on what to do.

We will allocate an appropriate casework representative to your case.

We will ensure that your caseworker is qualified and trained to handle your case.

We will deal with any complaints or concerns you have about the handling of your case promptly, fairly, openly and effectively.

Should something go wrong, we will tell you and seek to put it right.

### **To help us meet our commitments to you, we ask that you:**

- engage with your caseworkers in a prompt, timely and polite manner;
- provide them with all the information they need to enable us to manage your case;
- let them know if there are any developments or if anything changes with your case;
- are honest and accurate in the information you give to us.

***Please note: we will be unable to represent you if you take any actions on your case that have not been agreed with your caseworker, or if you seek advice from a third party (NASUWT Rule 23).***

Please complete and return the form to:

***Please save the document before returning.***

## B. PERSONAL DETAILS

Last name: .....

First name(s): .....

Preferred title (if any):.....

Home address: .....

.....

Postcode: .....

Home telephone no:.....

Mobile no: .....

Personal email address: .....

Date of birth:.....

What is your gender?

Male          Female          Other

Do you have a disability/long-term health condition?          Yes          No

If yes, please give brief details:

Do you require any assistance to access our services?          Yes          No

If yes, please specify:

What is your race/ethnic origin?

White/White British

Black/Black British

Asian/Asian British

Other (please specify): .....

What is your nationality? .....

Are you?

Bisexual

Heterosexual

Gay

Lesbian

Other (please specify):

Are you trans?          Yes          No

What is your religion/belief? .....

### C. EMPLOYMENT DETAILS

Who is your employer? .....

Employer's name: .....

Name of Headteacher: .....

Employer's address: .....

Employer's telephone: .....

Employer's email: .....

How long have you worked for this employer? .....

Where do you work? (if different from above) .....

Name of workplace: .....

Workplace address: .....

.....

Postcode: .....

Telephone: .....

Email: .....

What is your current post? .....

How long have you been in your current post? .....

What is your current salary? .....

### D. CASEWORK DETAILS

Please provide brief details about the current matter for which you require assistance.

*continue on next page*

**Have you received representation from the NASUWT in the last two years?    Yes    No**

**If yes, who represented you? .....**

Please provide copies of any relevant documents you have.

**E. CONSENT**

I authorise the NASUWT to act on my behalf in accordance with the terms set out in Section A and the Rules of the Union.

Signed: .....

Date: .....

**Members should keep a copy of this form for their own records.**