

Avon & Bristol Law Centre
2 Moon St Bristol BS2 8QE
Goods, Services and Housing Advice Line: 0117 9167704
Fax 0117 924 8020
Email: wills@ablc.org.uk,

Disability Discrimination Referral Form
for cases involving the provision of Goods, Services and Housing

Date of Referral:

Agency Details

Name:

Address:

Telephone and fax number:

Contact Name at Agency:

Client Details

Name of client:

Male/Female

Date of Birth/age

Ethnic origin:

Language:

Interpreter required: Y/N

Address:

Telephone:

Email:

(please indicate whether home or work and whether it is appropriate to contact client at work or home by telephone. Please do not use mobile numbers unless absolutely necessary.

Is the client a trade union member? yes/no

Name of Trade Union (TU):

Name and phone no. of TU Rep:

Complaint Details

Who is the complaint against?

What is the complaint about?

Date of your first contact with client:

What is/are the date(s) of the incidents causing the complaint?

What happened that led to the complaint? (attach separate page/statement if necessary)

What action has been taken by the client? Please attach all correspondence or documents. Please note that an Employment Tribunal will not accept a Claim unless the person (if they are an employee) has put the details of the complaint in writing to their employer under any grievance procedure or appeals procedure.

What action, if any, has already been taken by you? Please attach all correspondence or documents.

What does the client want?

Does the client have any access needs (e.g. physical, communication etc)?

What will happen next?

When we receive this form the case will usually be allocated to a caseworker. If we cannot help at all we will notify you as soon as possible. Otherwise, we will not make a decision on whether we will continue to advise or represent at that stage. Normally, the caseworker will speak to the client (usually at an appointment) before we take any further action on the case. We will try to contact the client within 5 days of receiving the form and sooner if urgent action is required - if the caseworker is on leave, a colleague will contact the client to say that the caseworker will contact them as soon as they are back. Once we have discussed the case with the client we will, if the client permits us, let you know whether we have accepted the referral. The client will be notified separately. If you want to be kept informed about the progress of a case please attach an authorisation signed by the client authorising us to give you information.