

Free, confidential advice. Whoever you are.

We help people find a way forward with their problems and campaign on big issues when their voices need to be heard.

We value diversity, champion equality and challenge discrimination and harassment. We're here for everyone.

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Finding solutions at work: ten top tips



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These tips can help you find a solution to resolving an issue or problem with your employer.

1. Do you know what you want? If you want to raise an issue with your employer, think carefully about what you want to achieve. Do you want to change the way something is done, or an apology? Thinking about this can help you decide the best action to take.

2. What happened, and when? Note down key events, meetings, letters or emails, with dates, in the order in which they happened. A timeline will help you see how events happened, and will be very useful if you need to seek [advice](#).

3. Speak/write to the right person. Who can make the decision you need? This might be your line manager, their boss, or someone in your HR department, sometimes all of them. If you are sending a [letter](#), it can help to read it out loud. How would it sound to you if you were the person receiving it?

4. Focus on the facts. Explain your point of view, but focus on the facts and avoid personal or critical comments about other people. Focus on what was said or done.

5. Be as positive as you can be. You are more likely to be successful if you can be positive and constructive. What can you offer your employer and their business that will help persuade them to agree with you? Show your strengths (eg your skills, experience, flexibility etc).

6. Be prepared. Who will be your support network (family or friends) who can help you withstand any difficult moments? If you think you might have an issue when you are off work, make sure you have your contract and grievance procedure to hand.

7. Is this a make or break situation? Or will you be prepared to keep working if you don't get all you want? If you know you want to stay in your job whatever happens. Thinking about this can help you decide how far you want to press for something.

8. The 'back to the future' test. Take a moment to think about how you will feel about your actions and any decision you need to make in six months time. Will you still be happy you made the right choice?

9. Know your rights. If you face [unfair treatment](#) and it's because of who you are, it may be unlawful. Our overview on [Discrimination at work](#) is a good starting point to work out if you are experiencing discrimination, and what you can do about it. You can also get good information from the [EHRC](#) and [ACAS](#).

10. Watch the time. Strict time limits apply to making claims in the Employment Tribunal. Check your [time limits](#) carefully, and seek advice if you are not sure. You can get advice from local [Citizens Advice](#), from [EASS](#), and you may also be able to get legal aid for help about discrimination rights.

Other useful links and website that give you more information:

Equality and Human Rights Commission:
www.equalityhumanrights.com
ACAS: www.acas.org.uk/helpline
Maternity Action:
www.maternityaction.org.uk/wp
Working Families:
www.workingfamilies.org.uk
Mind: www.mind.org.uk
Stonewall: www.stonewall.org.uk
Scope: www.scope.org.uk
Equality and Advisory Support Service:
www.equalityadvisoryservice.com