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| **CARDIFF** |  | **CAERDYDD** |

**CASEWORK REQUEST FORM**

Please complete the information below. **It is important that** **you provide enough information for your caseworker to address the issue(s) since the advice/ support given will be based on the information and documentation that you provide**.

The information you provide will be stored and used in accordance with the attached Privacy Notice. By returning this form to the Cardiff UCU office you are giving your consent to your data being used in this way.

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| **Name:** | **School/Directorate:** |
| **Membership No. (if known):** | **Job Title:** |
| **Personal address:** | **Current salary: £** |
| **Preferred contact details:****Work:****Mobile:****Home:****Email:** |

Please tick the boxes in Section 1 below to indicate the issue(s) on which you need advice/support and give a brief outline of the issue(s) in Section 2.

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| **Section 1: Please tick** | **√** |
| **Employment relations:** |
| Disciplinary |  |
| Grievance |  |
| Bullying/Harassment |  |
| Sickness Absence |  |
| Workload |  |
| Performance |  |
|  |  |
| **Discrimination/equality:** |
| Protected characteristics (age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; sexual orientation) |  |
| Equal pay |  |
| Employment status (part-time; fixed-term) |  |
|  |  |
| **Contractual** |
| Terms of contract |  |
| Ending of fixed-term contract |  |
| Hours |  |
| Redundancy |  |
| Pay/Grading |  |
| Career Pathway |  |
|  |  |
| **Pension/retirement** |  |
|  |  |
| **Other** |  |

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| **Section 2: Member’s assessment** |
| Please provide brief details of the issue(s) below |
|  |
| **Date on which issue first arose:** |

The following section (Section 3) is to be completed jointly with the caseworker.

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| **Section 3: Agreed next steps** |
| Action: |
| **Time limit:** |  |
| **Signed (member):** | **Date:** |
| **Signed (caseworker):****(Name)** | **Date:** |

 **OFFICE USE: Join date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Subscription \_\_\_\_\_\_\_\_\_\_ Initial/date \_\_\_\_\_\_\_\_\_\_**

**PRIVACY NOTICE**

So that we can provide you with the support of a caseworker, we need to collect some personal information from you. The purpose of this information is so that we can check that you are and remain a UCU member and that you are paying the correct subscription; so that we can contact you to obtain further information and/or to discuss your case; and so that we can consider the details of your case in order to provide appropriate support.

The information we request is:

- Your name and address

- Your UCU membership number

- Your salary

- Your contact details

- Your job title and place of work

- Details of the issue for which you have requested support

**Consent**

By completing the Casework Request Form, you are agreeing to the UCU storing and using your personal data in accordance with this privacy notice. You have the right to withdraw your consent at any time by contacting the UCU office at caseworkrequest@cardiffucu.onmicrosoft.com. Withdrawing your consent will mean that caseworker support will cease.

**Storage and use of your data**

The UCU Branch Administrator, your individual caseworker and you will have access to your casework file. It may at times be necessary to share your information with the Regional Caseworker, Regional Support Official and/or the Wales Official if advice or support from the Regional Office is required. Your file will only be shared with another caseworker if you have given your consent for it to be shared with that caseworker; this may happen, for example, if your caseworker is unavailable and a substitute is required, or wishes to consult another caseworker who has specific knowledge or experience on a particular matter.

There are occasions on which the Branch Organiser or Administrator is aware that your case concerns a wider collective issue that affects or may affect other members at Cardiff University. In such cases, the Branch Organiser or Administrator may raise the issue anonymously with members of the Executive Committee. In such cases, your identity will not be disclosed to the Committee without your consent.

The file will be stored until either:

• the issue is resolved,

• the caseworker has progressed the case as far as they are able to, or

• the time limit for which the file needs to be retained for legal purposes has been reached.

After that time, the electronic file will be deleted, and any information held on paper will be securely destroyed.

**INFORMATION FOR MEMBERS**

1. Cardiff UCU caseworkers are paid employees of the University and members of UCU. They undertake casework on a voluntary basis and receive training and support within the branch and from Regional Office. When necessary, expert advice is available from UCU national officials.
2. If your issue predates you joining the UCU, we may not be able to help you.
3. It is imperative that we have all the facts about the issue on which you need advice and support. The advice and support given will be based on the information and documentation which you provide. What will help us to help you is:
	1. a narrative;
	2. your questions;
	3. your desired outcome;
	4. a chronology;
	5. a list of relevant documents.
4. It is important to ensure that your subscriptions are paid at the appropriate rate for your salary and that they are up to date. You can do this by checking your membership record at <https://members.ucu.org.uk/> or by contacting the UCU office. (See contact details above.)

 The current subscriptions, including the local subscription, are:

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| **Salary range**  | **Total Monthly Subscription** **Effective from 1 September 2023** |
| £60,000 & above | £33.62 |
| £40,000 - £59,999:  | £29.22 |
| £30,000 - £39,999:  | £25.37 |
| £20,000 - £29,999 | £20.26 |
| £15,000 - £19,999:  | £12.18 |
| £5,000 - £14,999: | £5.30 |
| Below £5,000**:**  | £1.15 |

1. Like all unions UCU tries to resolve members' employment related disputes through negotiations at local level. However, occasionally disputes cannot be resolved locally. Consequently, the union has a scheme whereby members may apply for legal services. You must be a member of UCU whose subscriptions are up to date. Unless you joined UCU at the earliest opportunity you may be asked to pay a year's subscription in order to receive legal services. Advice will not be provided about matters which occurred when you were not a member.