

## Claims Management Regulation

All consultancies representing employees in England and Wales are required by the Compensation Act 2006 to be regulated by the Ministry of Justice in respect of this regulated claims management activities. These activities are regulated by the Ministry of Justice, which is monitored by the Claims Management Regulation Monitoring and Compliance Unit (CMRMCU).

**Johnston Consulting** is registered on their website, number CRM 4745:  
[www.claimsregulation.gov.uk](http://www.claimsregulation.gov.uk)

You can contact the CMRMCU, which acts as the Regulator, at:

Claims Management Regulation Monitoring  
and Compliance Unit  
PO Box 7284  
Burton-on-Trent  
DE14 9DP

Tel: 0845 450 6858  
Fax 0845 450 6866

E-mail:  
[info@claimsregulation.gov.uk](mailto:info@claimsregulation.gov.uk)

## Alternative options

**Johnston Consulting** is obliged to advise you that you have options when it comes to instructing a representative to act for you. You may have a number of the following options open to you (this is not intended to be an exhaustive list):

- (a) You may wish to handle your case yourself as a 'litigant-in-person' as there is no legal requirement to be professionally represented at hearings in the Employment Tribunal
- (b) Provided you meet its means-test, you may be entitled to some help from the Legal Services Commission (LSC) (formerly known as Legal Aid). A local solicitor specialising in Employment Law will be able to advise you about this
- (c) You may want to instruct a solicitor specialising in Employment Law on a fee-paying basis or on the basis of a 'no-win, no-fee' arrangement
- (d) You may be able to get assistance free of charge from your local Citizen's Advice Bureau (CAB) or Law Centre
- (e) If you are a member of a Trade Union, it may be willing to support you
- (f) If your case involves discrimination there are various bodies, such as the Equality and Human Rights Commission, which may be willing to assist you
- (g) Certain kinds of cases may be decided by an ACAS-appointed arbitrator
- (h) Your home insurance policy may cover you

## Complaints Procedure

**Johnston Consulting** is obliged to have in place a complaints procedure which is set out below.

