



Problems at work? We can help.

If you're unhappy about something your employer or a colleague has done or said, you should always try and talk to them about it.

Try to sort things out early on. As time goes by emotions can grow and cause bigger problems between you and your employer.

Legally, it's also usually better to act quickly. If you don't, any changes to your contract or working conditions could become permanent. You may be seen to be accepting the changes, even if you complained about them.

Write down your worries and also anything that happens. This will be useful as a record and reminder of the situation.


If your employer has dismissed you or started disciplinary action, they are required to follow the code and procedure of the Advisory Conciliation and Arbitration Service (ACAS). They must give you the opportunity to defend yourself in a meeting and to appeal against their decisions.




Work is so important to most people that if things are going wrong it can ruin their lives. Don't let it ruin yours.

Check out our comprehensive website www.citizensadvice.org.uk/work for information on your rights, grievance procedures, tribunals and much more. Better still, come and talk to us. Our trained advisers can help with all employment problems.

For help on this or other issues, contact Citizens Advice Reigate & Banstead **03444 111 444, 10am-4pm Mon-Friday** or drop-in at The Horseshoe Banstead (go to www.carbs.org.uk for opening hours).

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About Citizens Advice Reigate & Banstead

We are your local Citizens Advice, staffed by 70 trained volunteers (supported by a small staff team). We provide a free, confidential, impartial service to the local community. As a small, independent charity, we are wholly reliant on local funding to secure our services; as such, we are very grateful for any donations.