

# Questionnaire: Consultation on a draft Code of Practice on Employment

Thank you for taking part in this formal consultation on our draft Code of Practice on employment.

In line with our statutory powers, the Equality and Human Rights Commission is producing statutory codes to cover all aspects of the new Equality Act. The purpose of the draft Code of Practice on equal pay is to explain the new statutory provisions on equal pay to ensure that the law is applied consistently by lower courts and tribunals, and to make the law accessible to a wider audience, such as those who have obligations and those who have rights or their representatives.

Please use this questionnaire to identify any sections where you think we have not accurately explained the new obligations and rights under the law. Once the consultation period has concluded we will use the completed questionnaires to inform the final drafting of the codes before they are laid before Parliament. We would be most grateful if you could complete this questionnaire. Please answer each question by ticking the relevant box and writing any comments in the boxes provided. We welcome both positive and negative comments. Please send your written responses to:

Draft codes of practice consultation  
Equality and Human Rights Commission  
FREEPOST RRLG-GHUX-CTR  
Arndale House, Arndale Centre,  
Manchester M4 3AQ

Responses can also be sent electronically to:  
**[COPConsult@equalityhumanrights.com](mailto:COPConsult@equalityhumanrights.com)**

For further copies or copies in accessible formats, please see the back page. You can access the online questionnaire from our website at:  
**[www.equalityhumanrights.com](http://www.equalityhumanrights.com)**

The closing date for this consultation is 2 April 2010.  
We must receive your comments on or before that date.

**Please fill in the name and address (or that of your organisation if relevant).**

Name

Name of organisation and position held (where relevant)

Address and postcode

Responses will remain confidential unless respondents indicate by ticking this box  that they may be made available to the public on request. Please note that responses will not be attributed to individuals in any circumstances.

# Chapter 1: Section one – You and your organisation

The answers you give in this section will enable us to have a better understanding of who has responded to this consultation.

**Q1. Please indicate where you are based.**

Please tick one box only

England

Scotland

Wales

**Q2. In which capacity are you responding to this questionnaire?**

Please tick all boxes that apply

a) For a central, devolved or local government body

b) For a representative organisation

i. Voluntary Organisation

ii. Trade Union or Professional Association

iii. Other – please tick box and describe below

- c) As an employer
- d) As an employee
- e) As a service provider
- f) As a service user
- g) As an adviser
- h) As an individual

**Q3. If you are responding on behalf of an organisation, how many people does it employ?**

- Up to 50
- 51 to 100
- 101 to 500
- 501 to 1,000
- 1,001 to 5,000
- 5,001 and over
- Don't know

# Section two: Chapter evaluation

This section of the questionnaire covers the individuals chapters within the draft Code.

<b>Chapter 1</b>	Introduction
<b>Chapter 2</b>	Protected characteristics
<b>Chapter 3</b>	Prohibited conduct
<b>Chapter 4</b>	Beyond the checklist
<b>Chapter 5</b>	Discrimination in the employment field
<b>Chapter 6</b>	Recruitment
<b>Chapter 7</b>	Positive action
<b>Chapter 8</b>	Occupational requirements
<b>Chapter 9</b>	During employment
<b>Chapter 10</b>	Termination/end of employment
<b>Chapter 11</b>	Discrimination in occupation
<b>Chapter 12</b>	Enforcement
<b>Chapter 13</b>	Appendix

# Chapter 1

## Introduction

**Q1. How much of Chapter 1 have you read?**

Please tick one box only

- |                   |                          |
|-------------------|--------------------------|
| All or most of it | <input type="checkbox"/> |
| About half        | <input type="checkbox"/> |
| Less than half    | <input type="checkbox"/> |
| None of it        | <input type="checkbox"/> |

If you have not read Chapter 1, please go to Chapter 2 of the questionnaire. All others please continue with Q2.

**Q2. Do you agree or disagree that this section clearly explains the relevant law?**

Please tick one box only

- |                            |                          |
|----------------------------|--------------------------|
| Strongly agree             | <input type="checkbox"/> |
| Tend to agree              | <input type="checkbox"/> |
| Neither agree nor disagree | <input type="checkbox"/> |
| Tend to disagree           | <input type="checkbox"/> |
| Strongly disagree          | <input type="checkbox"/> |
| Don't know                 | <input type="checkbox"/> |

**Q3. If you disagree, please tell us where it is unclear and / or how it could be improved. Please write in the box below.**

**Q4. To what extent do you agree or disagree that Chapter 2 explains the status of the code in relation to employment?**

Please tick one box only

- |                            |                          |
|----------------------------|--------------------------|
| Strongly agree             | <input type="checkbox"/> |
| Tend to agree              | <input type="checkbox"/> |
| Neither agree nor disagree | <input type="checkbox"/> |
| Tend to disagree           | <input type="checkbox"/> |
| Strongly disagree          | <input type="checkbox"/> |
| Don't know                 | <input type="checkbox"/> |

**Q5. If you disagree, please tell us where it is unclear and / or how it could be improved. Please write in the box below.**

**Q6. To what extent do you agree or disagree that this chapter explains the application of the code in relation to employment?**

Please tick one box only

- |                            |                          |
|----------------------------|--------------------------|
| Strongly agree             | <input type="checkbox"/> |
| Tend to agree              | <input type="checkbox"/> |
| Neither agree nor disagree | <input type="checkbox"/> |
| Tend to disagree           | <input type="checkbox"/> |
| Strongly disagree          | <input type="checkbox"/> |
| Don't know                 | <input type="checkbox"/> |

**Q7. If you disagree, please tell us where it is unclear and / or how it could be improved. Please write in the box below.**

**Q8. To what extent do you agree or disagree that this chapter explains how to use the code?**

Please tick one box only

- |                            |                          |
|----------------------------|--------------------------|
| Strongly agree             | <input type="checkbox"/> |
| Tend to agree              | <input type="checkbox"/> |
| Neither agree nor disagree | <input type="checkbox"/> |
| Tend to disagree           | <input type="checkbox"/> |
| Strongly disagree          | <input type="checkbox"/> |
| Don't know                 | <input type="checkbox"/> |

**Q9. If you disagree, please tell us where it is unclear and / or how it could be improved. Please write in the box below.**

**Q10. Are there any other comments that you would like to make about Chapter 1?**

Where relevant please mention paragraph numbers. We welcome both positive and negative comments. Please write in the box below.

# Chapter 2

## Protected characteristics

**Q1. How much of Chapter 2 have you read?**

Please tick one box only

- |                   |                          |
|-------------------|--------------------------|
| All or most of it | <input type="checkbox"/> |
| About half        | <input type="checkbox"/> |
| Less than half    | <input type="checkbox"/> |
| None of it        | <input type="checkbox"/> |

If you have not read Chapter 3, please go to Chapter 4 of the questionnaire. All others please continue with Q2.

**Q2. Do you agree or disagree that this section clearly explains the relevant law?**

Please tick one box only

- |                            |                          |
|----------------------------|--------------------------|
| Strongly agree             | <input type="checkbox"/> |
| Tend to agree              | <input type="checkbox"/> |
| Neither agree nor disagree | <input type="checkbox"/> |
| Tend to disagree           | <input type="checkbox"/> |
| Strongly disagree          | <input type="checkbox"/> |
| Don't know                 | <input type="checkbox"/> |

**Q3. If you disagree, please tell us where it is unclear and / or how it could be improved. Please write in the box below.**

**Q4. Are the definitions you need to understand this section included?**

Please tick one box only

Strongly agree

Tend to agree

Neither agree nor disagree

Tend to disagree

Strongly disagree

Don't know

**Q5. If you disagree, please tell us where it is unclear and / or how it could be improved. Please write in the box below.**

**Q6. Where examples illustrate the text, please tick the relevant box.**  
Please tick one box only

Too many examples

Too few examples

**Q7. Overall do you find the use of examples helpful / appropriate?**

Yes

No

**Q8. If your answer to Q7 was 'No' please state which examples you found unhelpful and how they could be improved. Please write in the box below.**

**Q9. Are there any other comments that you would like to make about Chapter 3?**

Where relevant please mention paragraph numbers. We welcome both positive and negative comments. Please write in the box below.

# Chapter 3

## Prohibited conduct

**Q1. How much of Chapter 3 have you read?**

Please tick one box only

All or most of it

About half

Less than half

None of it

If you have not read Chapter 4, please go to Chapter 5 of the questionnaire. All others please continue with Q2.

**Q2. Do you agree or disagree that this section clearly explains the relevant law?**

Please tick one box only

Strongly agree

Tend to agree

Neither agree nor disagree

Tend to disagree

Strongly disagree

Don't know

**Q3. If you disagree, please tell us where it is unclear and / or how it could be improved. Please write in the box below.**

**Q4. Are the definitions you need to understand this section included?**

Please tick one box only

Strongly agree

Tend to agree

Neither agree nor disagree

Tend to disagree

Strongly disagree

Don't know

**Q5. If you disagree, please tell us where it is unclear and / or how it could be improved. Please write in the box below.**

**Q6. Where examples illustrate the text, please tick the relevant box.**

Please tick one box only

Too many examples

Too few examples

**Q7. Overall do you find the use of examples helpful / appropriate?**

Yes

No

**Q8. If your answer to Q7 was 'No' please state which examples you found unhelpful and how they could be improved. Please write in the box below.**

**Q9. Are there any other comments that you would like to make about Chapter 3?**

Where relevant please mention paragraph numbers. We welcome both positive and negative comments. Please write in the box below.

# Chapter 4

## Beyond the checklist

**Q1. How much of Chapter 4 have you read?**

Please tick one box only

- |                   |                          |
|-------------------|--------------------------|
| All or most of it | <input type="checkbox"/> |
| About half        | <input type="checkbox"/> |
| Less than half    | <input type="checkbox"/> |
| None of it        | <input type="checkbox"/> |

If you have not read Chapter 4, please go to Chapter 5 of the questionnaire. All others please continue with Q2.

**Q2. Do you agree or disagree that this section clearly explains the relevant law?**

Please tick one box only

- |                            |                          |
|----------------------------|--------------------------|
| Strongly agree             | <input type="checkbox"/> |
| Tend to agree              | <input type="checkbox"/> |
| Neither agree nor disagree | <input type="checkbox"/> |
| Tend to disagree           | <input type="checkbox"/> |
| Strongly disagree          | <input type="checkbox"/> |
| Don't know                 | <input type="checkbox"/> |

**Q3. If you disagree, please tell us where it is unclear and / or how it could be improved. Please write in the box below.**

**Q4. Are the definitions you need to understand this section included?**

Please tick one box only

Strongly agree

Tend to agree

Neither agree nor disagree

Tend to disagree

Strongly disagree

Don't know

**Q5. If you disagree, please tell us where it is unclear and / or how it could be improved. Please write in the box below.**

**Q6. Where examples illustrate the text, please tick the relevant box.**

Please tick one box only

Too many examples

Too few examples

**Q7. Overall do you find the use of examples helpful / appropriate?**

Yes

No

**Q8. If your answer to Q7 was 'No' please state which examples you found unhelpful and how they could be improved. Please write in the box below.**

**Q9. Are there any other comments that you would like to make about Chapter 4?**

Where relevant please mention paragraph numbers. We welcome both positive and negative comments. Please write in the box below.

# Chapter 5

## Discrimination in the employment field

**Q1. How much of Chapter 5 have you read?**

Please tick one box only

- |                   |                          |
|-------------------|--------------------------|
| All or most of it | <input type="checkbox"/> |
| About half        | <input type="checkbox"/> |
| Less than half    | <input type="checkbox"/> |
| None of it        | <input type="checkbox"/> |

If you have not read Chapter 5, please go to Chapter 6 of the questionnaire. All others please continue with Q2.

**Q2. Do you agree or disagree that this section clearly explains the relevant law?**

Please tick one box only

- |                            |                          |
|----------------------------|--------------------------|
| Strongly agree             | <input type="checkbox"/> |
| Tend to agree              | <input type="checkbox"/> |
| Neither agree nor disagree | <input type="checkbox"/> |
| Tend to disagree           | <input type="checkbox"/> |
| Strongly disagree          | <input type="checkbox"/> |
| Don't know                 | <input type="checkbox"/> |

**Q3. If you disagree, please tell us where it is unclear and / or how it could be improved. Please write in the box below.**

**Q4. Are the definitions you need to understand this section included?**

Please tick one box only

- |                            |                          |
|----------------------------|--------------------------|
| Strongly agree             | <input type="checkbox"/> |
| Tend to agree              | <input type="checkbox"/> |
| Neither agree nor disagree | <input type="checkbox"/> |
| Tend to disagree           | <input type="checkbox"/> |
| Strongly disagree          | <input type="checkbox"/> |
| Don't know                 | <input type="checkbox"/> |

**Q5. If you disagree, please tell us where it is unclear and / or how it could be improved. Please write in the box below.**

**Q6. Where examples illustrate the text, please tick the relevant box.**

Please tick one box only

Too many examples

Too few examples

**Q7. Overall do you find the use of examples helpful / appropriate?**

Yes

No

**Q8. If your answer to Q7 was 'No' please state which examples you found unhelpful and how they could be improved. Please write in the box below.**

**Q9. Are there any other comments that you would like to make about Chapter 5?**

Where relevant please mention paragraph numbers. We welcome both positive and negative comments. Please write in the box below.

# Chapter 6

## Recruitment

**Q1. How much of Chapter 6 have you read?**

Please tick one box only

All or most of it

About half

Less than half

None of it

If you have not read Chapter 6, please go to Chapter 7 of the questionnaire. All others please continue with Q2.

**Q2. Do you agree or disagree that this section clearly explains the relevant law?**

Please tick one box only

Strongly agree

Tend to agree

Neither agree nor disagree

Tend to disagree

Strongly disagree

Don't know

**Q3. If you disagree, please tell us where it is unclear and / or how it could be improved. Please write in the box below.**

**Q4. Are the definitions you need to understand this section included?**

Please tick one box only

Strongly agree

Tend to agree

Neither agree nor disagree

Tend to disagree

Strongly disagree

Don't know

**Q5. If you disagree, please tell us where it is unclear and / or how it could be improved. Please write in the box below.**

**Q6. Where examples illustrate the text, please tick the relevant box.**

Please tick one box only

Too many examples

Too few examples

**Q7. Overall do you find the use of examples helpful / appropriate?**

Yes

No

**Q8. If your answer to Q7 was 'No' please state which examples you found unhelpful and how they could be improved. Please write in the box below.**

**Q9. Are there any other comments that you would like to make about Chapter 6?**

Where relevant please mention paragraph numbers. We welcome both positive and negative comments. Please write in the box below.

# Chapter 7

## Positive action

**Q1. How much of Chapter 7 have you read?**

Please tick one box only

All or most of it

About half

Less than half

None of it

If you have not read Chapter 7 please go to Chapter 8 of the questionnaire. All others please continue with Q2.

**Q2. Do you agree or disagree that this section clearly explains the relevant law?**

Please tick one box only

Strongly agree

Tend to agree

Neither agree nor disagree

Tend to disagree

Strongly disagree

Don't know

**Q3. If you disagree, please tell us where it is unclear and / or how it could be improved. Please write in the box below.**

**Q4. Are the definitions you need to understand this section included?**

Please tick one box only

Strongly agree

Tend to agree

Neither agree nor disagree

Tend to disagree

Strongly disagree

Don't know

**Q5. If you disagree, please tell us where it is unclear and / or how it could be improved. Please write in the box below.**

**Q6. Where examples illustrate the text, please tick the relevant box.**

Please tick one box only

Too many examples

Too few examples

**Q7. Overall do you find the use of examples helpful / appropriate?**

Yes

No

**Q8. If your answer to Q7 was 'No' please state which examples you found unhelpful and how they could be improved. Please write in the box below.**

**Q9. Are there any other comments that you would like to make about Chapter 7?**

Where relevant please mention paragraph numbers. We welcome both positive and negative comments. Please write in the box below.

# Chapter 8

## Occupational requirements

**Q1. How much of Chapter 8 have you read?**

Please tick one box only

- |                   |                          |
|-------------------|--------------------------|
| All or most of it | <input type="checkbox"/> |
| About half        | <input type="checkbox"/> |
| Less than half    | <input type="checkbox"/> |
| None of it        | <input type="checkbox"/> |

If you have not read Chapter 8 please go to Chapter 9 of the questionnaire. All others please continue with Q2.

**Q2. Do you agree or disagree that this section clearly explains the relevant law?**

Please tick one box only

- |                            |                          |
|----------------------------|--------------------------|
| Strongly agree             | <input type="checkbox"/> |
| Tend to agree              | <input type="checkbox"/> |
| Neither agree nor disagree | <input type="checkbox"/> |
| Tend to disagree           | <input type="checkbox"/> |
| Strongly disagree          | <input type="checkbox"/> |
| Don't know                 | <input type="checkbox"/> |

**Q3. If you disagree, please tell us where it is unclear and / or how it could be improved. Please write in the box below.**

**Q4. Are the definitions you need to understand this section included?**

Please tick one box only

Strongly agree

Tend to agree

Neither agree nor disagree

Tend to disagree

Strongly disagree

Don't know

**Q5. If you disagree, please tell us where it is unclear and / or how it could be improved. Please write in the box below.**

**Q6. Where examples illustrate the text, please tick the relevant box.**

Please tick one box only

Too many examples

Too few examples

**Q7. Overall do you find the use of examples helpful / appropriate?**

Yes

No

**Q8. If your answer to Q7 was 'No' please state which examples you found unhelpful and how they could be improved. Please write in the box below.**

**Q9. Are there any other comments that you would like to make about Chapter 8?**

Where relevant please mention paragraph numbers. We welcome both positive and negative comments. Please write in the box below.

# Chapter 9

## During employment

**Q1. How much of Chapter 9 have you read?**

Please tick one box only

- All or most of it
- About half
- Less than half
- None of it

If you have not read Chapter 9 please go to Chapter 10 of the questionnaire. All others please continue with Q2.

**Q2. Do you agree or disagree that this section clearly explains the relevant law?**

Please tick one box only

- Strongly agree
- Tend to agree
- Neither agree nor disagree
- Tend to disagree
- Strongly disagree
- Don't know

**Q3. If you disagree, please tell us where it is unclear and / or how it could be improved. Please write in the box below.**

**Q4. Are the definitions you need to understand this section included?**

Please tick one box only

Strongly agree

Tend to agree

Neither agree nor disagree

Tend to disagree

Strongly disagree

Don't know

**Q5. If you disagree, please tell us where it is unclear and / or how it could be improved. Please write in the box below.**

**Q6. Where examples illustrate the text, please tick the relevant box.**

Please tick one box only

Too many examples

Too few examples

**Q7. Overall do you find the use of examples helpful / appropriate?**

Yes

No

**Q8. If your answer to Q7 was 'No' please state which examples you found unhelpful and how they could be improved. Please write in the box below.**

**Q9. Are there any other comments that you would like to make about Chapter 9?**

Where relevant please mention paragraph numbers. We welcome both positive and negative comments. Please write in the box below.

# Chapter 10

## Termination/end of employment

**Q1. How much of Chapter 10 have you read?**

Please tick one box only

- |                   |                          |
|-------------------|--------------------------|
| All or most of it | <input type="checkbox"/> |
| About half        | <input type="checkbox"/> |
| Less than half    | <input type="checkbox"/> |
| None of it        | <input type="checkbox"/> |

If you have not read Chapter 10 please go to Chapter 11 of the questionnaire. All others please continue with Q2.

**Q2. Do you agree or disagree that this section clearly explains the relevant law?**

Please tick one box only

- |                            |                          |
|----------------------------|--------------------------|
| Strongly agree             | <input type="checkbox"/> |
| Tend to agree              | <input type="checkbox"/> |
| Neither agree nor disagree | <input type="checkbox"/> |
| Tend to disagree           | <input type="checkbox"/> |
| Strongly disagree          | <input type="checkbox"/> |
| Don't know                 | <input type="checkbox"/> |

**Q3. If you disagree, please tell us where it is unclear and / or how it could be improved. Please write in the box below.**

**Q4. Are the definitions you need to understand this section included?**

Please tick one box only

Strongly agree

Tend to agree

Neither agree nor disagree

Tend to disagree

Strongly disagree

Don't know

**Q5. If you disagree, please tell us where it is unclear and / or how it could be improved. Please write in the box below.**

**Q6. Where examples illustrate the text, please tick the relevant box.**

Please tick one box only

Too many examples

Too few examples

**Q7. Overall do you find the use of examples helpful / appropriate?**

Yes

No

**Q8. If your answer to Q7 was 'No' please state which examples you found unhelpful and how they could be improved. Please write in the box below.**

**Q9. Are there any other comments that you would like to make about Chapter 10?**

Where relevant please mention paragraph numbers. We welcome both positive and negative comments. Please write in the box below.

# Chapter 11

## Discrimination in occupation

**Q1. How much of Chapter 11 have you read?**

Please tick one box only

- |                   |                          |
|-------------------|--------------------------|
| All or most of it | <input type="checkbox"/> |
| About half        | <input type="checkbox"/> |
| Less than half    | <input type="checkbox"/> |
| None of it        | <input type="checkbox"/> |

If you have not read Chapter 11 please go to Chapter 12 of the questionnaire. All others please continue with Q2.

**Q2. Do you agree or disagree that this section clearly explains the relevant law?**

Please tick one box only

- |                            |                          |
|----------------------------|--------------------------|
| Strongly agree             | <input type="checkbox"/> |
| Tend to agree              | <input type="checkbox"/> |
| Neither agree nor disagree | <input type="checkbox"/> |
| Tend to disagree           | <input type="checkbox"/> |
| Strongly disagree          | <input type="checkbox"/> |
| Don't know                 | <input type="checkbox"/> |

**Q3. If you disagree, please tell us where it is unclear and / or how it could be improved. Please write in the box below.**

**Q4. Are the definitions you need to understand this section included?**

Please tick one box only

Strongly agree

Tend to agree

Neither agree nor disagree

Tend to disagree

Strongly disagree

Don't know

**Q5. If you disagree, please tell us where it is unclear and / or how it could be improved. Please write in the box below.**

**Q6. Where examples illustrate the text, please tick the relevant box.**

Please tick one box only

Too many examples

Too few examples

**Q7. Overall do you find the use of examples helpful / appropriate?**

Yes

No

**Q8. If your answer to Q7 was 'No' please state which examples you found unhelpful and how they could be improved. Please write in the box below.**

**Q9. Are there any other comments that you would like to make about Chapter 11?**

Where relevant please mention paragraph numbers. We welcome both positive and negative comments. Please write in the box below.

# Chapter 12

## Enforcement

**Q1. How much of Chapter 12 have you read?**

Please tick one box only

All or most of it

About half

Less than half

None of it

If you have not read Chapter 12, please go to the Appendix section.

**Q2. Do you agree or disagree that this section clearly explains the relevant law?**

Please tick one box only

Strongly agree

Tend to agree

Neither agree nor disagree

Tend to disagree

Strongly disagree

Don't know

**Q3. If you disagree, please tell us where it is unclear and / or how it could be improved. Please write in the box below.**

**Q4. Are the definitions you need to understand this section included?**

Please tick one box only

Strongly agree

Tend to agree

Neither agree nor disagree

Tend to disagree

Strongly disagree

Don't know

**Q5. If you disagree, please tell us where it is unclear and / or how it could be improved. Please write in the box below.**

**Q6. Where examples illustrate the text, please tick the relevant box.**

Please tick one box only

Too many examples

Too few examples

**Q7. Overall do you find the use of examples helpful / appropriate?**

Yes

No

**Q8. If your answer to Q7 was 'No' please state which examples you found unhelpful and how they could be improved. Please write in the box below.**

**Q9. Are there any other comments that you would like to make about Chapter 12?**

Where relevant please mention paragraph numbers. We welcome both positive and negative comments. Please write in the box below.

# Appendix

This Appendix is included to aid understanding about who is covered by the Act.

**Q1. To what extent do you agree or disagree that the Appendix explains who is covered by the Act?**

Please tick one box only

- |                           |                          |
|---------------------------|--------------------------|
| Strongly agree            | <input type="checkbox"/> |
| Tend to agree             | <input type="checkbox"/> |
| Neither agree or disagree | <input type="checkbox"/> |
| Tend to disagree          | <input type="checkbox"/> |
| Strongly disagree         | <input type="checkbox"/> |
| Don't know                | <input type="checkbox"/> |

**Q2. If you disagree, please tell us where it is unclear and / or how it could be improved. Please write in the box below.**

**Q3. Are the definitions you need to understand this section included?**

Please tick one box only

Strongly agree

Tend to agree

Neither agree or disagree

Tend to disagree

Strongly disagree

Don't know

**Q4. If you disagree, please tell us where it is unclear and / or how it could be improved. Please write in the box below.**

Thank you for completing the questionnaire.

# Contacts

## England

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Manchester M4 3AQ

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RRLG-GHUX-CTRX

### **Helpline:**

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Textphone  
0845 604 6620

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## Scotland

The Optima Building  
58 Robertson Street  
Glasgow G2 8DU

Freepost  
RRLG-GYLB-UJTA

### **Helpline:**

Main number  
0845 604 5510

Textphone  
0845 604 5520

Fax  
0845 604 5530

## Wales

3rd Floor  
3 Callaghan Square  
Cardiff CF10 5BT

Freepost  
RRLR-UEYB-UYZL

### **Helpline:**

Main number  
0845 604 8810

Textphone  
0845 604 8820

Fax  
0845 604 8830

Helpline opening times:  
Monday to Friday: 9am-5pm

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