



LETTER TO BRANCHES

The Communications Union @CWUNews #TheCWU CWU.ORG

No. 055/26

26th February 2026

To: All Branches

Dear Colleagues,

Branch Legal & Medical Secretaries

Colleagues this LTB is further to the Legal Services online briefing held on the 24th of February.

At the briefing we laid out some of the department's thoughts on how we improve the handling of our members' Employment Tribunal claims.

Based on feedback from Branches, it was highlighted that the communication and relationship between Branches, the Legal Services Department and Unionline was a key area for improvement.

In this regard we believe where Branches have retained a Legal & Medical Secretary (as it was) there are good lines of communication between the Branch and the Legal Services Department. It is recognized that some work remains to be done to establish improved lines of communication with Unionline.

However, for a variety of different reasons, the Legal and Medical role/function has disappeared from many of our Branch structures.

That's why, as part of a wider program of work presented at the briefing, we are proposing, as a first step, that this role is reintroduced into every Branch and that every Branch designates/nominates a member of the Branch to take on this role and act as the liaison between our members, the Branch and the CWU Legal Services Department.

We recognize that there is a wealth of experience already out in the field and we wouldn't want to lose it. Therefore, Branches that have retained L&M Secretaries and have experienced people performing this role should forward their names and contact details in response to this LTB, to the email address below so they can be added to the department's database.

Please note the role will involve:

- Performing the Branch consultation with prospective Claimants
- Advising members on the early conciliation process
- Assisting members with ET1 applications
- Assist members communicate and correspond with the Employment Tribunal
- Ensuring all internal case papers are sent to CWU HQ in a timely fashion
- Ensuring all correspondence from the Tribunal is shared with CWU HQ in a timely fashion
- Be the liaison between the member and CWU HQ
- Forwarding LS3 accident forms and any related documentation

It is important to note that full training and support will be given to help individuals perform the role in an effective manner.

We believe this initiative will improve communications between our Branches and the Legal Services Department and provide our members with a consistent service across the whole of the union.

Considering the above, could Branches please send their nominee, identifying their Branch to CWU HQ Legal Services Department no later than Friday 20th March to bchnominees@cwu.org

Any enquiries on the contents of this LTB should be addressed to Sharon Willis, Legal Services Department, at swillis@cwu.org

Yours sincerely,



Ian Taylor
Head of Legal Services