

# Direct Distribution: LTU To Support Member's Unfair Dismissal Case At Tribunal

**L**TU is to assist a member from Direct Distribution in contesting her Unfair Dismissal at an Employment Tribunal.

The member, Carly Jacques, was dismissed by Direct Distribution for Persistent Short Term Absence despite the fact that her absences were for medical reasons - certified by her General Practitioner - and that the Bank had acknowledged that her attendance had improved once her health had recovered.

**In fact, bizarrely given that she was dismissed for Persistent Absence, Carly had a 100% Attendance Record for the two months immediately prior to her contract being terminated. She was also told she had attained the status of 'Top Performer' just three days before she was dismissed!**

And as if this was not bad enough, the Bank made a mess of applying its own procedures when deciding to dismiss Carly.

LTU suspects that Direct Distribution Management chose to make an example of Carly at a time when it is trying to force down levels of sickness absence.

With the full support of LTU - using specialist London-based Solicitors - it is also certain that an Employment Tribunal will agree that Carly

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## Massive Local Media Interest In LTU Campaign Against 'Jobs To India'

### Time To Join LTU.

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was unfairly dismissed and either order the Bank to reinstate her or else force it to pay her compensation.

## LTU's Record of Success in Direct Distribution

LTU has an excellent track-record of successfully helping Direct Distribution members who have found themselves in difficulties at work.

In many of the cases where LTU has been involved in representing Direct Distribution Staff, disciplinary proceedings have either been dropped altogether or penalties significantly scaled down following the Union's intervention.

It is therefore absolutely clear that as more staff join LTU then there will be even greater pressure on Management to act professionally and fairly in dealing with staff problems.

# Professional Advice, Information & Representation

The most important service LTU provides its members is confidential advice, information and representation.

*Whilst Carly was keen that the Union publicise her case to show other staff the importance of LTU membership, other cases are always treated with complete confidentiality.*

Each year the Union's Advice Team receives around 16,000 calls from members who are in need of assistance. And because more and more members work outside normal working hours, LTU's Advice Line is available 24 hours a day, 7 days a week.

Sometimes a call may be to do with a member's rights and entitlements, or what to do when presented with a problem affecting his or her job. At other times it may be because the member needs representing at a Disciplinary or Grievance hearing.

## Independent Representation

Every single one of the LTU Officials providing members with Advice and Representation is paid directly by the Union.

Unlike other unions, LTU does not use people seconded from the Bank to provide representation.

Instead, every one of these LTU Officials previously worked for Lloyds TSB before deciding to work for LTU and so has a special understanding of staff needs and concerns. Again, no other union matches this level of expertise.

## Support For Direct Distribution Staff

LTU has needed to provide members working in Direct Distribution with advice, information and representation regularly.

Typical issues upon which LTU has provided assistance to Direct Distribution Staff include:

- \* Representation for staff facing Disciplinary Proceedings.
- \* Assistance with Personal Improvement Plans (PIP's).
- \* Support with pursuing Grievance Proceedings.
- \* Help for staff accused of Persistent Short-Term Absence and those on Long-Term Sickness.

## Value To Bank Of LTU Representation

Though there has been some improvement over the last year or so, the fact remains that staff still fail to be treated fairly within Direct Distribution.

Though it is obviously good news for our members, too often cases against staff have been dropped or watered-down once LTU has become involved in representing members.

But why should staff be placed under the stress or uncertainty that such cases undoubtedly inflict upon them when, in truth, too many cases cannot be substantiated by robust evidence?

Only the involvement of LTU will protect staff and make Direct Distribution a fairer, better place to work.

# A Proper Role For The Staff Council

There are clearly some able and committed staff representatives on the Company Members Representatives Committee. In fact several are members of LTU.

LTU has insisted that the role of the Company Members Representatives Committee should be confined to operational-type matters and not those concerning the terms and conditions of employment of Direct Distribution Staff.

Of course, this is essential since representatives on the Staff Council will neither have the knowledge

or experience or the access to independent information (on legal, LTSB policy and HR matters) to ensure that, on employment matters, the needs and concerns of Direct Distribution Staff are most effectively represented.

The only way that Direct Distribution Staff can be independently and effectively represented is through the full involvement of LTU in representing their interests.

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## Time To Join LTU

There has never been a more important time than now for Direct Distribution staff to join LTU.

**However long staff have worked for Direct Distribution - whether for just a week or a lot longer - it is just important they join LTU.**

**LTU has a rapidly growing membership within Direct Distribution; with staff at all levels joining, from senior management to those who are new to the company**

The Union is not only campaigning to stop jobs in Bournemouth being exported to India, but has also campaigned successfully to improve terms and conditions of employment for Direct Distribution Staff.

Many Direct Distribution members have also relied on LTU's professional Advice and Representation when faced with problems at work.

Not only do LTU's membership subscriptions provide excellent value for money, but members also receive superb free benefits including free 14 days Travel Insurance, free Personal Accident Insurance and free Income Protection insurance.

Add to these free benefits many further opportunities to save money and you could find that you can actually save far more than your subscriptions by being a member of LTU.

**STEVE TATLOW**  
Assistant General Secretary