**Personal case pro-forma**

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| **1. Basic details** | | |
| **Name:** | **Membership number:** | |
| **Does this issue pre-date membership?** (tick one) | **YES** | **NO** |
| **Employer name and work address (including postcode):** | | |
| **Work telephone number:** | | |
| **Email address:**  check you have another email just in case the member is off work | | |
| **Mobile:** | | |
| **Home contact details:** | | |
| **Preferred contact details:** (tick one) | **HOME** | **WORK** |
| **Employer contact details:**  (ie HR Advisor or Line Manager as appropriate) | | |
| **Type of case:**  (eg grievance, disciplinary, discrimination, capability, absence-management etc) | | |
| **Has the member kept a diary of events?** (tick one) | **YES** Request a copy | **NO** Suggest they  start one |
| **Has anyone else been involved in advising the member?** (tick one) | **YES** | **NO** |
| **If yes, who?** | | |
| **Has member been provided with appropriate contact details for the Rep or Prospect office/Full-time officer who will deal with their enquiry?**  **YES  NO** | | |
| **2. Outline of case**  The following questions are examples to guide you.  Ask other questions as appropriate or relevant to the circumstances of the case. | | |
| **Have you raised the issue with your line manager/HR/anyone else and what,  if any, advice was given or action taken?** | | |
| **When did the issue arise?** | | |
| **What has happened?** | | |
| **Who is involved?** | | |
| **Why has it happened?** | | |
| **Are there any mitigating circumstances?** | | |
| **Is it still going on?** | **YES** | **NO** |
| **Mitigation to be taken into account?** | **YES** | **NO** |
| **Timescale/key dates:** | | |
| **Have any meetings taken place or are any future meetings arranged?** | **YES** Give dates and details of any planned meetings | **NO** |
| Ask member for copies or any letters, emails or notes relating to the case; attach them to pro-forma. | | |
| **Are there any witnesses you  need to speak to?** | **YES** | **NO** |
| **If yes, what are the names of the key witnesses?**  **REMEMBER:** It is not your role to undertake an investigation; your role is to  support the member | | |
| **What does the member expect/look for as a solution?** | | |
| **Make a note of any guidance you have given to the member.** | | |
| **Make a note of any Prospect materials given/signposted to the member.**  E.g. applicable member guides, etc | | |
| **What are your next steps as their rep?** | | |
| **3. Reassure the member…**  …that the case will be dealt with confidentially  …that the information you have gathered will not be shared with others unless agreed, and it will be kept securely.  If they wish to have a copy of this form, please let them have one. | | |