



## **Back in Control Project**

### **Case study**

#### **Martha from Poland**

Our client, Martha, who lives in Sunderland, approached us because of problems with her employer. She used to work as a cleaner. Currently - the former employer – did treat her in an unfair and disrespectful manner, telling her to work much more than other employees, but within the same number of hours. In addition, he would ignore her, did not answer her phone calls and did not reply to her e-mails. He would humiliate her in front of other employees, which clearly is something unacceptable. He only called her when he wanted something from her, but otherwise he would never answer the phone. Her former employer did not care about providing Martha with decent working conditions and he would even tell her to use toilets intended for hotel guests and did not provide her with a microwave or a kettle so that she could have her break and have something to eat or drink. The client started to feel depressed and even one of the hotel guests said he would write a letter to her employer informing him about how she was treated as he had witnessed it himself on a few occasions. Due to depression, the client went on sick leave, and then we stepped in. We wrote a letter to the employer asking him to respond to all of the above-mentioned allegations and to redress the damage between the client and the employer, informing about our intentions to take legal actions in connection with the situation if Martha did not hear anything back and appropriate steps were not taken. We wrote to the client's employer and after a week the client received a response stating that he was waiting for our client's proposal to resolve the matter. The client did not want to return to work, so they parted ways by mutual agreement and the employer paid her the redundancy pay. After a week, Martha received her redundancy payment together with a P-45. As an organisation, we also helped the client to apply for the JSA, which she received within a month of submitting the claim form. Martha was very happy with the result of the case and we were also satisfied with the turns of these events.