

BACK IN CONTROL

Paula's case study

Paula is originally from Poland. She came to England in 2018 and she was hoping to find good employment. She approached International Community Organisation of Sunderland because she had problem with her former employer. She has not received her last pay; she is owed 113 pounds by the employer. She has received her P-45 but not her wage. Our project worker has been trying to contact Paula's former employer. He sent an email to him, but the employer had given an incorrect email address. The project worker called him and explained the situation. Our client has not heard anything from her employer, so they contacted the manager of the client's former employer. He informed that somebody would be in touch within the next 7 working days. They didn't hear anything back after a week, therefore our worker sent an email to the manager demanding urgent action on this. The client and the project worker rang up ACAS to get some information and advice in order to find out what to do in case of an employer did not want to reply to calls and messages. ACAS advised that in the first instance, they recommended the employee discussing the concerns with the employer verbally. They also said that if speaking to the employer was not resolving the issue, Paula may wish to raise a formal grievance. After the ACAS advise, our project worker had contacted client's employer again over the phone and he agreed to pay her last pay.

Paula was very pleased with the outcome due to the support from Back in Control project. She said: "It was a pleasure to be helped by ICOS, very helpful stuff that are always available to help and support."

At the minute she is a full-time-mum for her 6 months old baby, but in the future she would like to get back to work and she would like to find a better job.