

## What about unauthorised businesses?

If you have concerns that an unauthorised business is offering claims management services, you can contact us. We will then investigate and take appropriate action.

## Useful contacts

Ministry of Justice  
Claims Management Regulation  
Monitoring and Compliance Unit  
57 – 60 High Street  
Burton-upon-Trent  
Staffordshire  
DE14 1JS

T: 0845 450 6858 or 01283 233309  
F: 0845 450 6866 or 01283 233335  
E: [info@claimsregulation.gov.uk](mailto:info@claimsregulation.gov.uk)

[www.claimsregulation.gov.uk](http://www.claimsregulation.gov.uk)



Claims Management  
Regulation

Information for claims  
representatives in the  
employment sector

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If you require this information in an alternative  
format, please telephone: 020 7210 1325

Tribunals Service

## Are you representing a claimant in a claim for compensation from their employer?

### If so, you will find useful guidance in this leaflet.

Most businesses that help people make compensation claims must, by law, be authorised to do so. This includes any business, including sole traders, which:

- are not legal practitioners but offer to represent claimants at a court or tribunal, including both the Employment Tribunals and the Employment Appeals Tribunal
- arrange 'no win, no fee' agreements and 'after the event' insurance
- charge a contingency fee
- refer the claim to a solicitor for a fee.

Businesses offering claims management services **without** authorisation are acting illegally and can be prosecuted.

A tribunal may refuse to hear a case if the claimant's representative is unauthorised.

## Who authorises claims management businesses?

The Secretary of State for Justice is the **Claims Management Regulator** in England and Wales.

The Ministry of Justice:

- checks a wide range of information about businesses before authorising them
- monitors the services the business provides
- will take action against businesses that breach the rules, which could include suspension or cancellation of authorisation.

## What is expected of an authorised claims management business?

Authorised businesses have to follow strict conduct rules. They must:

- not 'cold call' in person, or engage in any form of high pressure selling
- give written information on how to pursue a claim and the costs involved before a contract is agreed
- allow a 'cooling off' period of at least 14 days after signing a contract in case the consumer changes their mind
- operate a customer complaints scheme that meets relevant criteria.

All the rules governing the conduct and behaviour of authorised businesses can be found on the Claims Management Regulation website.

## What about representatives of respondents in employment claims?

Currently, only representatives of **claimants** must be authorised if assisting in claims for compensation in the employment sector.

This is because the law only applies to the making claims for compensation, not defending them.

## How do I become authorised to provide claims management services?

The application is made using our website.

You can contact us if you have any questions about any aspect of the application process, including the fees payable. You can also ask us questions about regulation in general.

## I am not being paid to represent the claimant. Do I have to be authorised?

There are some specific exemptions under the regulatory system. If any of the following apply to you, you do not have to be authorised:

- legal practitioners acting in accordance with professional rules, e.g. barristers and solicitors
- charities and not-for-profit advice agencies, e.g. Citizens Advice
- independent trade union representatives acting on behalf of the trade union
- volunteers, e.g. a friend providing advice for no fee.