



The Enhanced Client Journey



## Let's Get Started

Thank you for choosing Peninsula to help you navigate your tribunal journey.

To get started, here's a summarised breakdown of your service so you know what to expect from day one.



## Welcome

When you join, you'll receive a welcome package containing:

- a personal message from our Legal Services Director, James Potts;
- information about the Legal Expert handling your case;
- a reference guide to the tribunal process.



## The process

From day two, we'll send you a short text reminder of your Legal Expert's contact details and then we'll get started on your case.

In addition to your Legal Expert being in regular contact with you during the conduct of your case, you will also have the additional support of our Client Liaison Officer.



## Client Liaison Officer

To ensure you are happy with your service throughout the life-cycle of your case, our Client Liaison Officer will periodically contact you for your feedback. You can either let them know that you are satisfied or use it as an opportunity to voice any concerns or questions you might be having about the process and/or our service.

They will also send you key information about your case and remind you of any key upcoming dates.



# tribunal navigator

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## Helpful resources

To equip and help prepare you for your case, we will also send you the following useful resources:

- E-Learning videos – to inform you about the type of tribunal case;
- A guide to tribunal costs – for an understanding of what it might cost your business if your claim progressed to hearing;
- Tribunal FAQs – answers to your most pressing queries.

You will also receive regular email updates from us on the status of your case whilst letting you know the next steps.



## Watch a live tribunal

Tribunals can be nerve-wracking, especially when you have to give evidence. Maybe you've had a bad experience in the past or you're feeling underprepared and don't know what to expect.

If you'd like to observe a live tribunal hearing in your area to get a greater understanding of what is in store, please – inform your Legal Expert and they will arrange it for you.

In addition to this, you will also receive a short video of 'What To Expect' at a Tribunal to help further prepare you for your own case.



## Training opportunity

If observing a Tribunal hearing isn't enough to dispel any nervousness you may have about your case or the process, you do have the option of undertaking our Tribunal Navigator Training.

As part of this training, you will participate in a virtual mock-up tribunal so you can experience first-hand how the process works from beginning to end.

This will instill the confidence within you which will allow you to feel more in control and prepared for the day.

For more information on how to take part in Tribunal Navigator training please contact us:

**Tel:**  
0161 819 4682

**Email:**  
[Tribunal.Navigator@peninsula-uk.com](mailto:Tribunal.Navigator@peninsula-uk.com)



## After the hearing

Whatever the outcome of your case, we'll be in touch with you at the end of the process for a de-brief conversation. This is a chance to evaluate and discuss your Tribunal journey and key elements of the case so you can take steps moving forward to prevent the possibility of future or similar claims.

For example, your Legal Expert may recommend the need to have your contracts reviewed by us; for you to get some expert HR advice; or access to our other services which may be beneficial to your business.

There are certain procedures you need to get right to stay safe from legal risk and Peninsula will continue to support you with this following the conclusion of your Tribunal matter.

Peninsula will also support you more widely in all areas of your business so you can continue to do what you do best – running your business.



## The Enhanced Client Journey

Keeping you updated on your tribunal progress every step of the way.



**Tribunal Navigator**



**Advice &  
Documentation**



**Insurance**



**New Tribunal  
Claim**



Helpful Resources



Watch a live Tribunal



Personalised & Digital Updates

**We've got  
you covered**

