

# Employment Appeals Tribunal

Annual Report

2011

Presented to the Minister for Jobs, Enterprise and Innovation under  
Section 39 (18) of the Redundancy Payments Acts 1967 to 2007



An Binse Achomhairc Fostaíochta  
**Employment Appeals Tribunal**

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## **Employment Appeals Tribunal's Mission Statement**

‘To provide an inexpensive and relatively informal means for the adjudication of disputes on employment rights under the body of legislation that comes within the scope of the Tribunal’.



An Binnse Achomhairc Fostaíochta  
**Employment Appeals Tribunal**

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## Chairman's Foreword

The Tribunal is the major player in the resolution of individual employment rights disputes arising on the termination of the employment relationship. For this reason it is no surprise that during the early years of Ireland's economic recession the number of cases annually referred to the Tribunal increased three fold to a high of 9,458 in 2009. This peak figure dropped slightly to 8,778 in 2010 and there was a further but lesser drop to 8,458 in 2011. The average number of annual referrals before the recession had plateaued at around 3,500.

The Tribunal has a jurisdiction in the resolution of employment rights as distinct from collective interest disputes. Accordingly, there is no risk of "cross-contamination" between the different procedures and skill sets required for the resolution for these two distinct types of disputes.

The good news is that the productivity of the Tribunal continues to increase year on year. From 2007 the Tribunal increased output by 139.5% to 6,723 in 2011. The Tribunal is pleased to report that in 2011, it was again able to continue to improve on the very significant increases made over the last number of years, by increasing output by a further 11% against cases disposed of in 2010. While, in the earlier years, the increase in output was due in part to having additional secretaries assigned to the Tribunal, the increase during the later years was primarily due to initiatives being taken by the Tribunal which included, listing more cases per hearing, streaming cases of similar type, where possible and divisions sitting later in the day to complete hearings. These measures have made the Tribunal more cost efficient.

Due to the increase in redundancy appeals referred to it over recent years, the Tribunal took the initiative to stream the hearing of redundancy claims in areas of high demand. This was a pilot scheme and as a result in 2010, the Tribunal disposed of 2,431 redundancy appeals which were 1,000 more cases than disposed of the previous year. The Tribunal is pleased that it has maintained this high record by disposing of 2,416 redundancy appeals in 2011.

Due to the contested nature of unfair dismissal cases, a very significant but varying amount of the Tribunal's time is given to these hearings. For this reason it is not feasible to stream unfair dismissal cases. Under the current system, as enacted by the Oireachtas, parties have the power to elect to bring a claim for unfair dismissal in the first instance either to a Rights Commissioner or the Tribunal. This current structure gives the parties the opportunity of benefiting from the experience and different perspectives that the tripartite division of the Tribunal brings to the adjudication of unfair dismissal cases, which are the more complex and serious that arise.

The Tribunal had by 2008 reduced its waiting periods to an average of 16 weeks in Dublin and 31 weeks in the country. However, over the intervening recessionary years, the marked increase in the cases referred to the Tribunal resulted in a negative impact on the waiting period, which has increased steadily to an average of 76 weeks in Dublin and 77 weeks in the country in 2011. The Tribunal conducts hearings in about 36 locations around the country. In some areas, where the number of cases is relatively small, the Tribunal may, in order to maximise value for money, wait until a sufficient number of cases have been lodged, before it holds a sitting in those areas. In such areas, having a week of hearings will reduce the waiting period significantly. Cases are listed for hearing in accordance with the date of their lodgement with the Tribunal. Postponements applied for too close to the date of the hearing have a negative impact on the waiting period. The Tribunal, within its current resources, continues to take a range of measures to deal with the increased workload, arising from the changed economic circumstances obtaining in the country.

As well as its first instance function under various pieces of employment rights legislation, it also has an appellate function under several Acts. The number of appeals and implementations rose to 1,156 in 2011 compared to 912 in 2010, which is an increase of 27%.

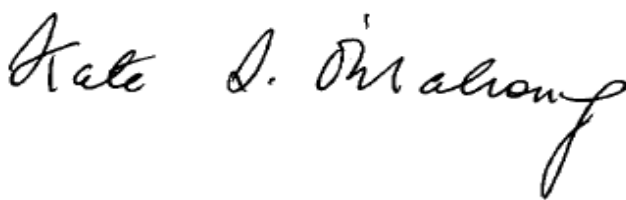
The Tribunal, has, since its inception, been an independent and impartial body adjudicating on individual employment rights disputes where an infringement has been alleged. The independence of the Tribunal flows from the constitution of its divisions in that its three members are drawn from three distinct strands (one from both sides of industry and one with legal expertise), each bringing their particular perspectives to the decision making function of the Tribunal.

In our common effort to provide the best service to both employees and employers the Tribunal looks forward to a continued good working relationship with you, Minister. The Tribunal thanks the Department for its support during the year.

I thank all members of the Tribunal whose willingness to deal with extra cases at sittings has enabled the Tribunal to increase its throughput of cases. As usual, your commitment and dedication to the work of the Tribunal is much appreciated. A big 'thank you' to the Secretary, Mr David Small, to the secretaries and to other members of staff of the Secretariat for their continuing support and commitment to the work of the Tribunal in these challenging times. I am glad of this opportunity to publicly acknowledge the great contribution you all, 'both members and staff', have made to the work of the Tribunal over the past year.

The Tribunal extends its condolences to the father and brothers of Clodagh Gleeson and the wife and family of Tony Kennelly, both of whom passed away during 2011. Clodagh was a young serving vice chairman, who was highly respected in her role, who loved life and was most pleasant to all, with whom she came in contact, in her work with the Tribunal. Tony was a long serving former member of the Tribunal, who had always been highly professional, fair in his work and a pleasure to work with. Both Clodagh and Tony are sadly missed by all of us.

Yours sincerely



Kate T O'Mahony  
Chairman

# Members of the Tribunal

## Chairman

Kate T O'Mahony B.L.

## Vice Chairmen

Sinead Behan B.L.

Kieran Buckley

Pamela Clancy

Charles Corcoran B.L.

Eithne Coughlan (CR)

Ann-Marie Courell B.L.

Fiona Crawford B.L.

Emile Daly B.L.

Dorothy Donovan B.L.

Catherine Egan B.L.

John Fahy B.L.

James Flanagan B.L.

Veronica Gates B.L.

Myles Gilvarry

Bernadette Glynn

Dara Hayes B.L.

Graham Hanlon

Eamon Harrington

David Herlihy

Patrick Hurley

Elva Kearney B.L.

Margaret Levey B.L.

James M Lucey

Dermot MacCarthy S.C.

Orna Madden B.L.

Roderick Maguire B.L.

Sean Mahon

Mary McAveety

Jeananne McGovern B.L.

Penelope McGrath B.L.

Sandra McNally

Patrick Meghen (CR)

Fintan J Murphy (CR)

Eamonn Murray

Niamh O'Carroll Kelly  
B.L

Leachlain S O Catháin

Mark O'Connell B.L.

Jeremiah O'Connor

Peter J O'Leary B.L.

Moya Quinlan

Joe Revington S.C.

Nicholas Russell

Tom Ryan

Jeremiah Sheedy

Joseph Smith (CR)

Tony Taaffe

Patrick Wallace (CR)

## Employers Panel

Gerry Andrews

Joe Browne

Michael Carr

Pat Casey

Frank Cunneen

John G Flanagan

Moss Flood

Angela Gaule

Tom L Gill

James Goulding

Eamon C Handley

Don Hegarty

James Hennessy

John Horan

Ben Kealy

J J Killian

Con Lucey

Gerry McAuliffe

Cyril McHugh

Finbar Moloney

Don Moore

Desmond Morrison

Michael J Murphy

Roger F Murphy

Michael Noone

William O'Carroll

Tom O'Grady

Aidan O'Mara

James O'Neill

Tadg O'Sullivan

Neil Ormond

Dermot Peakin

Pat Pierce

Peter J Pierson

William Power

Robert D E Prole

John Reid

Máire Sweeney

Liam Tobin

Declan F Winston

Jean Winters

## Employees Panel

Frank Barry

Tom Brady

Eveta Brezina

Al Butler

Finbarr Dorgan

James Dorney

Noel Dowling

Patsy Doyle

Mary Finnerty

John Flannery

John Flavin

Tom J Gill

Noirin Greene

Helen Henry

Thomas A Hogan

James Jordan

Hilary Kelleher

Suzanne Kelly

Tony Kelly

Frank Keoghan

Rosabel Kerrigan

Sean Mackell

Michael McGarry

Alice Moore

Joe Maher

Mary Maher

Dominic McEvoy

Jim Moore

Maire Mulcahy

Helen Murphy

Phil Ni Sheaghda

Owen Nulty

Seamus O'Donnell

Michael O'Reilly

Ciaran Ryan

Dave Thomas

Paddy Trehy

Gerry Whyte

Owen Wills

Paddy Woods

## Secretary to the Tribunal

Mr David Small

*There are currently*

*2 vacancies in the*

*Tribunal*

## CR – County Registrars

The Minister appointed 5

Country registrars on a  
pilot basis from  
30/9/2012

to 29/1/2013



## Tribunal News 2011

In 2011, the Employment Appeals Tribunal

Received **8,458** referrals

Disposed of **6,723** claims

Held **1,509** sittings



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Employment Appeals Tribunal

### The nature of the Tribunals work in 2011

Category	2010	2011
Referrals	8,778	8,458
Disposed of	6,064	6,723
Hearings	1,436	1,509



# Overview of Tribunal's Work in 2011

## Referrals to the Tribunal

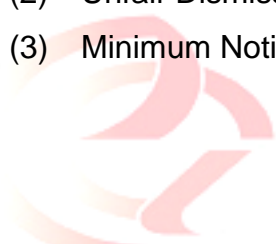
2010	2011	Difference
8,778	8,458	-320

As one of the frontline services directly impacted upon by the significant economic downturn, the Tribunal has seen a striking increase in referrals received in recent years. In 2011, while the number of referrals received was slightly lower than in 2010, the overall percentage increase from 2007 was 167%.

The number of appeals against the recommendations of the Rights Commissioners continues to increase. The number received in 2011 (978) was 31% higher than those received in 2010 (747).

The top 3 categories of referrals were

- |   |     |
|---|-----|
| (1) Redundancy Payments (RP)                  | 31% |
| (2) Unfair Dismissal (UD)                     | 25% |
| (3) Minimum Notice & Terms of Employment (MN) | 24% |



### Profile of Referrals

Legislation		% Breakdown referred in 2011	2011	2010
Redundancy Payment Acts 1967-2007	RP	31%	2,598	2,951
Unfair Dismissals Acts 1977-2007	UD	25%	2,107	2,157
Minimum Notice and Terms of Employment Acts 1973-2005	MN	24%	2,070	2,118
Organisation of Working Time Acts 1997	WT	10%	828	937
Payment of Wages Act 1991	PW	6%	478	316
Terms of Employment (Information) Acts 1994 and 2001	TE	3%	280	264
Protection of Employees (Employers' Insolvency) Acts 1984-2004	I	0.5%	48	5
European Communities (Protection of Employees on Transfer of Undertakings) Regulations, 2003	TU	0.5%	44	21
European Communities (Protection of Employment) Regulations 2000	PE	0.1%	1	1
Maternity Protection Acts 1994 and 2004	M	0.02%	2	6
Parental Leave Acts 1998 and 2006	PL	0.02%	2	2
<b>TOTAL</b>			<b>8,458</b>	<b>8,778</b>

This table gives (1) a % breakdown of cases referred to the Tribunal 2011 and (2) a comparison between 2011 and 2010

## Claims Disposed



2010	2011	Difference
6,064	6,723	+659 (+11%)

The number of cases disposed of rose from 6,064 in 2010 to 6,723 in 2011, which was an **increase** of 659 or **11%**. This was a further incremental increase in cases disposed of following a 30% increase in cases disposed of in 2010. Comparing the current figure of 6,723 against the 2007 figure of 2,807, shows a 139% increase in the number of claims disposed.

The Tribunal has been pro-active in driving efficiencies as it addresses the significant increase in demand for its services, at a time of constrained resources. Divisions of the Tribunal are sitting longer, listing more cases per hearing and seeking to manage the case load, so as to maximise efficiency. These efficiencies have resulted in a marked increase in the Tribunal's output over the last number of years.

The largest category of claims disposed of in 2011 was redundancy claims at 36%, followed by Minimum Notice and Unfair Dismissals, each at 24%. This mirrors the top three categories of claims referred to the Tribunal.

### **Profile of Cases disposed of**

Legislation		% Breakdown referred in 2011	2011	2010
Redundancy Payment Acts 1967-2007	<b>RP</b>	<b>36%</b>	<b>2,416</b>	<b>2,431</b>
Minimum Notice and Terms of Employment Acts 1973-2005	<b>MN</b>	<b>24%</b>	<b>1,612</b>	<b>1,482</b>
Unfair Dismissals Acts 1977-2007	<b>UD</b>	<b>24%</b>	<b>1,599</b>	<b>1,210</b>
Organisation of Working Time Acts 1997	<b>WT</b>	<b>11%</b>	<b>726</b>	<b>619</b>
Terms of Employment (Information) Acts 1994 and 2001	<b>TE</b>	<b>3%</b>	<b>180</b>	<b>165</b>
Payment of Wages Act 1991	<b>PW</b>	<b>2%</b>	<b>154</b>	<b>138</b>
Protection of Employees (Employers' Insolvency) Acts 1984-2004	<b>I</b>	<b>0.4%</b>	<b>30</b>	<b>16</b>
Maternity Protection Acts 1994 and 2004	<b>M</b>	<b>0.08%</b>	<b>5</b>	<b>2</b>
Parental Leave Acts 1998 and 2006	<b>PL</b>	<b>0.01%</b>	<b>1</b>	<b>0</b>
Carer's Leave	<b>CL</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>TOTAL</b>			<b>6,723</b>	<b>6,064</b>

# Referrals and Disposal in 2011

## Redundancy Payments Acts 1967 to 2007

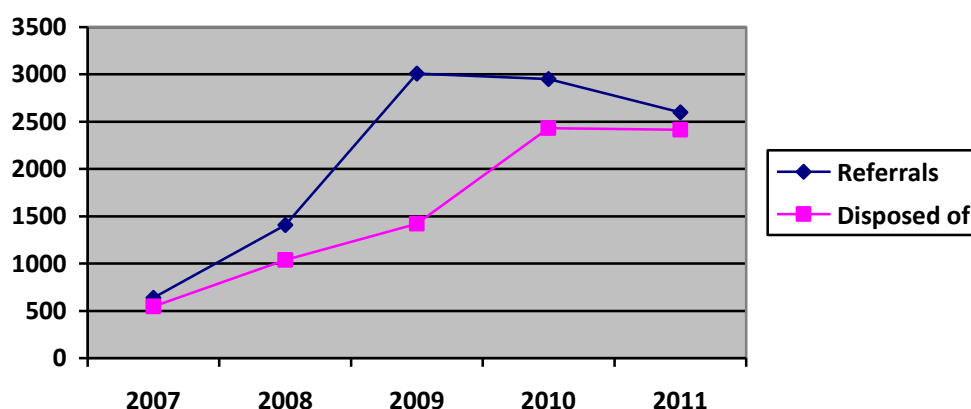
No of Claims referred	Allowed	Dismissed	Withdrawn during hearing	Withdrawn prior to hearing	Total Disposed
2,598	1,121	319	160	816	2,416

Due to the increase in redundancy appeals referred to it over recent years, the Tribunal took the initiative to stream the hearing of redundancy claims in areas of high demand. This was a pilot scheme and as a result in 2010, the Tribunal disposed of 2,431 redundancy appeals which were 1,000 more cases than disposed of the previous year. The Tribunal is pleased that it has maintained this high record by disposing of 2,416 redundancy appeals in 2011.

The number of Redundancy claims received in 2011 (2,598) over the same period in 2010 (2,951) has decreased by 353 claims (12%). This decrease is part of a recent downward trend in the number of redundancy claims being referred to the Tribunal.



## Redundancy Claims referred and disposed of from 2007-2011



## Unfair Dismissals Acts 1977 to 2007

The Tribunal disposed of 1,599 Unfair Dismissal claims in total during 2011. This is a 32% increase in the number of UD cases disposed of by the Tribunal when compared to 1,210 in 2010.

The percentage of direct UD claims received was 83%, appeals 14% and implementations 3%. This shows a slight decrease of 3% in both direct claims and appeals from 2010. The number of implementations has remained the same.

Total Referred	Total Disposed
2,107	1,599

### *First Instance*

No. referred	Allowed	Dismissed	Withdrawn during hearing	Withdrawn prior to hearing	Total Disposed
1,758	280	323	290	517	1,410

### *Appeals*

No. of Appeals	Upheld	Upset	Varied	Withdrawn	Total Disposed
293	46	20	19	49	134

### *Implementations*

No. of Implementations	Upheld	Withdrawn	Total Disposed
56	43	12	55

The Tribunal awarded compensation amounting to €6,100,173.11 in 338 UD cases. The average compensation awarded by the Tribunal was €18,047.85. In addition to compensation, re-instatement was ordered in 6 cases and re-engagement was ordered in 7 cases.

**Profile of Unfair Dismissal Awards in 2011**

Compensation Award €	Number	Compensation Award €	Number
0	3	5001-6000	9
1-250	6	6001-7000	8
251-500	8	7001-8000	15
501-750	10	8001-9000	3
751-1000	11	9001-10000	21
1001-2000	22	10001-15000	36
2001-3000	21	15001-20000	40
3001-4000	11	20001-25000	16
4001-5000	21	>25001	77

**Minimum Notice and Terms of Employment Acts 1973 to 2005**

No of Claims referred	Allowed	Dismissed	Withdrawn during hearing	Withdrawn prior to hearing	Total Disposed
2,070	560	327	223	502	1,612

The number of Minimum Notice and Terms of Employment claims disposed of by the Tribunal has increased by 9% over the 2010 figure of 1,482. In 2009 the number of Minimum Notice and Terms of Employment claims received was 2,324. This dropped to 2,118 in 2010 and to 2,070 in 2011.

## Organisation of Working Time Act 1997

No of Claims referred	Allowed	Dismissed	Withdrawn during hearing	Withdrawn prior to hearing	Total Disposed
828	186	142	160	238	726

Claims in relation to the Organisation of Working Time Act can only be made in conjunction with claims under other Acts. The Tribunal only deals with the holiday claims under the Act. The number of claims referred decreased to 828 in 2011, compared to 937 in 2010. However, over the same period the number of claims disposed of by the Tribunal increased from 619 to 726 (+17%).



## Protection of Employees (Employers' Insolvency) Acts 1984 to 2004

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Employment Appeals Tribunal

No of Claims referred	Dismissed	Total Disposed
48	30	30

This is an area where there has been a significant increase in referrals to the Tribunal. These relate to the number of appeals against the decision of the Minister for Social Protection. Only 5 appeals were referred in 2010 but in 2011 this increased over nine fold (860%) to 48 appeals. Similarly there was an increase in the number of cases disposed of by the Tribunal over the same period from 16 in 2010 to 30 in 2011.

## Payment of Wages Act 1991

No of Claims referred	Upheld	Upset	Varied	Withdrawn	Total Disposed
478	46	18	10	80	154

The number of Payment of Wages claims disposed of by the Tribunal has increased from 138 in 2010 to 154 in 2011 (+12%). In 2011 the number of withdrawals has increased from 49 in 2010 to 80 in 2011 and the number of upsets decreased from 33 in 2010 to 18 in 2011.

In 2009, 259 Payment of Wages claims were appealed to the Tribunal from Rights Commissioners decisions and this increased to 316 in 2010. This upward trend continued in 2011 with 478 appeals being referred i.e. 51% increase over 2010.

## Terms of Employment (Information) Acts 1994 and 2001

	No of Claims referred	Upheld	Upset	Varied	Withdrawn	Total Disposed
Appeal	158	40	14	8	39	101
Implementation	122	58	0	0	21	79

Collectively, the number of claims disposed of under this category has increased from 165 in 2010 to 180 in 2011. The total number of referrals increased from 264 in 2010 to 280 in 2011.

There was an increase of 14% in the number of implementation claims received under the Terms of Employment (Information) Acts in 2011, compared with 107 in 2010. There was virtually no difference between the appeals received in 2010 (157) and 2011 (158).

## Remaining Acts

Legislation	No of Claims referred	Upheld	Upset	Varied	Withdrawn	Total Disposed
Maternity Protection Acts 1994 and 2004	2	1	1	0	3	5
Parental Leave Acts 1998 and 2006	2	1	0	0	0	1
European communities (Protection of Employment) Regulations 2000	1	0	0	0	0	0
European Communities (Protection of Employees on Transfer of Undertakings) Regulations 2003	44	0	0	0	0	0

In 2011 there was a reduction in the number of Maternity Protection Acts referrals received by the Tribunal from 6 in 2010 to 2 in 2011.

The appeals received in relation to both the Parental Leave Acts and European Communities (Protection of Employment) regulations remained the same as last year. Claims referred under European Communities (Protection of Employees on Transfer of Undertakings) increased from 21 in 2010 to 44 in 2011.

There were no claims referred or disposed of in 2011 under the following Acts.

- Adoptive Leave Acts 1995 and 2005
- Protection of Young Person (Employment) Act 1996
- Protection for Persons Reporting Child Abuse Act 1998
- Carer's Leave Act 2001
- Competition Acts 2002-2010
- Consumer Protection Act 2007
- Chemicals Act 2008



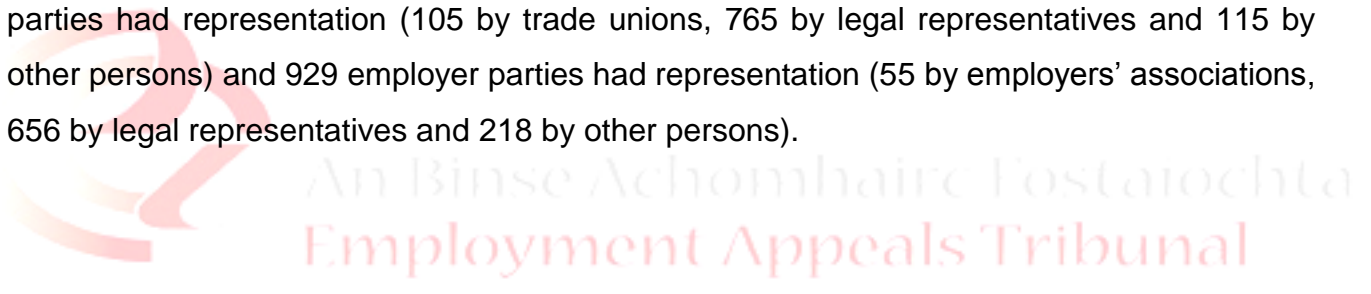
# Representation

A party to an application may appear and be heard in person, or be represented by counsel or solicitor or by a representative of a trade union or by an employers' association or, with the leave of the Tribunal, by any other person. There is no requirement for representation in order to appear before the Tribunal.

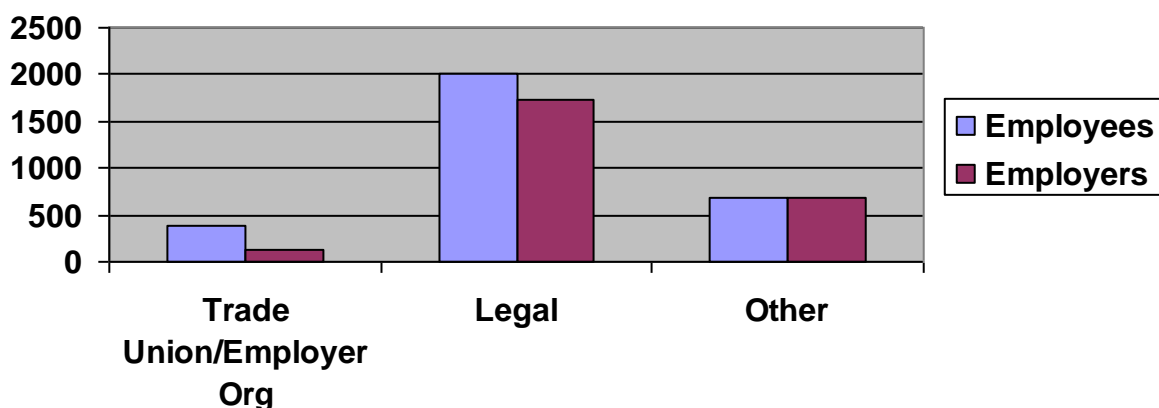
Details of the representation under the various Acts or combination of Acts in 2011 are as follows:

In 2011, 3,068 employees had representation (by trade unions (378), by legal representatives (1,998) and other persons (692)) under the Various Acts or combination of Acts in 2011 compared to 2,524 employers (employers' associations (121), by legal representatives (1,729) and other persons (674)).

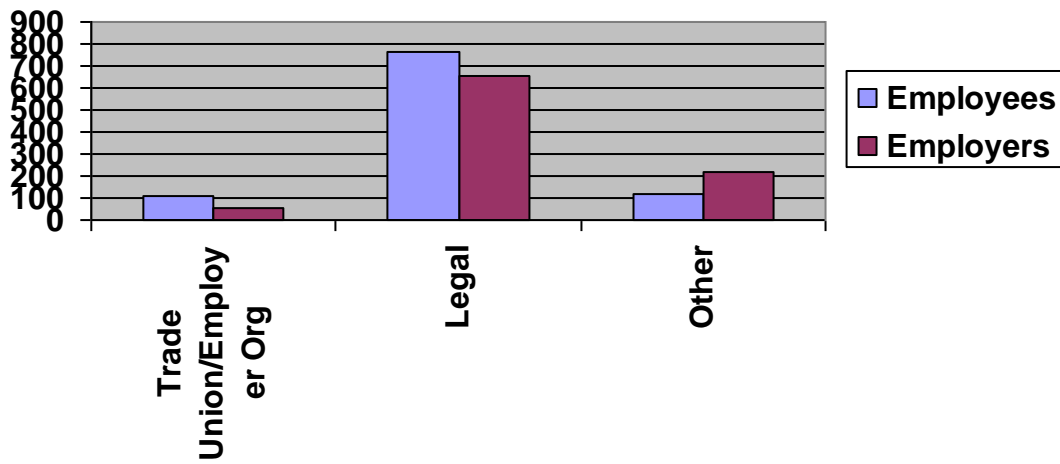
The highest category of representation relates to Unfair Dismissal. In 2011, 985 employee parties had representation (105 by trade unions, 765 by legal representatives and 115 by other persons) and 929 employer parties had representation (55 by employers' associations, 656 by legal representatives and 218 by other persons).



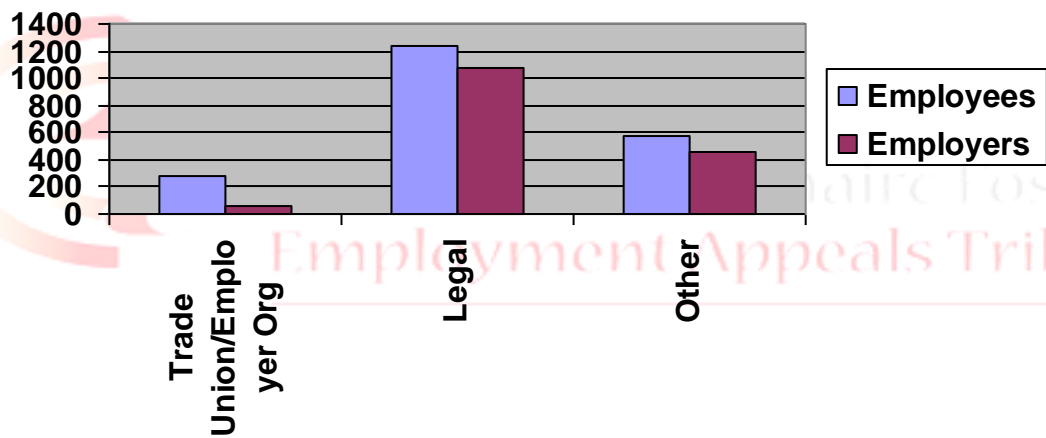
**Representation under all Acts in 2011**



### Representation under Unfair Dismissal Acts in 2011



### Representation under all Acts excluding UD in 2011



## Other Activities

### Postponements & Interpreters

Cases are set down for hearing and dates notified to the parties, on average five to six weeks in advance. Postponements may be granted only in exceptional circumstances. If a postponement is sought immediately, or within 5 working days of receiving the notice of hearing and the consent of the other party to the case has been obtained, it may be granted. If a postponement is sought later and/or without the consent of the other party it is unlikely to be granted. This setting down system, designed primarily for the convenience of parties, renders some applications for postponements inevitable but outside the control of the Tribunal. Postponements, which are applied for too close to the date of hearing and are granted, result in the loss of scheduled Tribunal sitting time. This loss of time adversely affects the setting down system, increases costs, and results in further delays between the date of referral of a claim and the date of hearing for all claimants.

In 2011, the total number of postponement applications was 463 of which 245 were granted and 218 were refused. These resulted in 85.5 lost sittings days.

In addition to the above, the Tribunal also facilitates a language interpreter service. Applications for an interpreter must be made before a sitting division of the Tribunal. A variety of language interpretation requests were made during 2011, including, Polish, Russian, and Lithuanian.

The Tribunal granted 242 applications to have Interpreters at hearings during 2011.

### Accessibility

The Tribunal, on request, will take all practicable steps to provide special facilities for a person, with disabilities and/or other special needs. Parties are asked to notify the Tribunal in advance of the hearing of their requirements. This is clearly stated on the Tribunals website and complaint form.

The Tribunal accommodated 3 requests for sign language facilities at hearings in 2011.

## **Appeals to the Higher Courts**

Determinations of the Tribunal, under some Acts, may be appealed on a point of law to the High Court. In 2011, the Tribunal was notified of 4 appeals to the High Court on a point of law under the Redundancy Payments and 1 under a combination of Acts. Claims for Judicial Review may also be made to the High Court. In 2011, 3 such claims were initiated.

Determinations by the Tribunal in cases under the Unfair Dismissals Acts may be appealed to the Circuit Court within six weeks of the date on which the Determinations are communicated to the parties. The procedure for appealing Tribunal Determinations is set out in Circuit Court Rules ([www.courts.ie](http://www.courts.ie)). The regulations also provide a means for the Tribunal to be informed of the referral and result of cases appealed to the Circuit Court. Approximately 128 cases were appealed to the Circuit Court. From the information received from Circuit Court Offices, 40 determinations were upheld, 9 adjourned, 19 struck out, 3 withdrawn and 57 were pending. No information was available in respect of the remaining cases.

## **European Association of Labour Court Judges**

The Tribunal is a member of the European Association of Labour Court Judges. This body provides the forum for building upon the working relationship that already exists between employment rights bodies of Europe. It also develops a greater understanding of the statutory employment rights conferred on workers in Europe and the various systems for the vindication of those rights. A representative of the Tribunal participated in a conference coordinated by the Association on “Protecting Marginal Workers” in June 2011 in Malta. The topics included posted workers, non-unionised workers and migrant workers. Due to the volume of EU Employment Law & Directives, it is important that the EAT is represented at these meetings, to keep abreast of developments in the law at a European level.

## **Attending at EAT Hearings**

Tribunal hearings are held in public. In any week the Tribunal could have visits from those whose cases may be pending in order to see or learn the procedure of hearings, members of the public with a general interest in employment rights, from voluntary sector groups, in particular groups from the Citizens’ Information Centres, and from community law groups.

The Tribunal receives requests from both third-level and postgraduate students. These requests generally focus on employment rights legislation and the role of the Tribunal. To

facilitate groups it is better to contact the Tribunal secretariat in advance to ensure accommodation.

### **EAT Facilitates Internship with Courts Service**

The Employment Appeals Tribunal was asked by the Courts Service to facilitate a German Social Court judge as part of his internship with the Courts Service. As part of his 11 month trainee programme under the auspices of the Leadership Academy of Baden Württemberg in Karlsruhe, Germany, Judge Marco Frauhammer was required to do a three month internship abroad. The EAT facilitated a portion of Judge Frauhammer's internship from 24<sup>th</sup> October 2011 to 4<sup>th</sup> November 2011. Judge Frauhammer is a judge at the Social Court in Reutlingen and his current responsibilities as a judge include cases of unemployment law, pension law and disability law. The Chairman of the Tribunal and a number of different divisions of the Tribunal met with Judge Frauhammer during the course of his internship at the EAT. The exchange of experience and knowledge was beneficial to both.

### **Archiving of Files**

The Employment Appeals Tribunal is a scheduled body under the National Archives Act 1986. In general, records, which are more than 30 years old, held by scheduled bodies, must be transferred to the National Archives and be made available for inspection by the public. Following an inspection by officers of the National Archives on 6<sup>th</sup> April 2011, the National Archives have authorised, pursuant to section 7(3) of the National Archives Act 1986, that records referred to in the certificate (i.e. appeals under the relevant legislation) do not warrant preservation by the National Archives and have authorised their disposal in accordance with section 7(5) of the Act. The chairman of the Employment Appeals Tribunal has directed that case files completed 12 years ago or earlier can be destroyed annually.

### **Customer Service and Charter**

The Tribunal is committed to quality customer service, and to deliver a service, having regard to available resources, that is both effective and efficient, and which at all times is provided in a courteous manner. The Tribunal respects the rights of all parties to a claim. A description of the services provided by the Tribunal and how to avail of them, the contact details, relevant publications and frequently asked questions are all available on the website at [www.eatribunal.ie](http://www.eatribunal.ie).

An information booklet ***Guidelines for Practitioners appearing before the Tribunal*** is available on the above website.

The Tribunal maintains a Register of its Decisions and Determinations. The Register is open for inspection, free of charge, by any member of the public during normal business hours at the Office of the Secretariat, Employment Appeals Tribunal, Davitt House, 65A Adelaide Road, Dublin 2. Determinations are also available on the Tribunal website in line with the provisions of the Data Protection Acts.

It is our goal, having regard to available staffing and resources, to provide a high level of service to customers. Comments may be sent to the Employment Appeals Tribunal, Davitt House, 65A Adelaide Road, Dublin 2, or by email to: [eat@djei.ie](mailto:eat@djei.ie). An online comment card is also available on the Tribunal’s website.

**Information Technology: EAT Website and EAT online services in 2011.**

The Tribunal’s website [www.eatribunal.ie](http://www.eatribunal.ie) continues to be used as an important first contact point for those enquiring about the services of the Tribunal. It is also a valuable tool for the secretariat and members alike. The website contains, *inter alia*, a link to the Workplacerelements.ie website, information on making an application, a section on frequently asked questions and the appeal form. The section on Determinations (which can also be found under publications) contains the decisions of the Tribunal (in line with the Data Protection Acts i.e. party contact details are excluded). The website also contains a link to NERA (National Employment Rights Authority) for those users who require general information regarding employment rights.

The following sets out activity on the EAT website from 1<sup>st</sup> Jan to 31<sup>st</sup> Dec 2011 and from its launch date 3<sup>rd</sup> April 2006 to 31<sup>st</sup> December 2011.

	<b>1/1/2011 - 31/12/2011</b>	<b>3/4/2006-31/12/2011</b>
<b>Hits</b>	<b>3.4m</b>	<b>14.1m</b>
<b>Pageviews</b>	<b>949,160</b>	<b>3.3m</b>
<b>Sessions</b>	<b>142,769</b>	<b>581,876</b>

The Tribunal continues to develop its website facilities in line with eGovernment Strategies.

### **Freedom of Information Act 1997**

The Freedom of Information Act 1997 (as amended), when applied to the Tribunal, will most likely cover only the administrative functions of the Tribunal. However, the extension of the Freedom of Information Act will be subject to a Government Decision in the future.



An Binnse Achomhairc Fostaíochta  
**Employment Appeals Tribunal**

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## Appendix 1: Referrals Received in 2011

	First Instance	Appeals		Implementation	Total
		By Employees	By Employers		
<b>Redundancy</b>	<b>2,598</b>				<b>2,598</b>
<b>Minimum Notice and Terms of Employment</b>	<b>2,070</b>				<b>2,070</b>
<b>Unfair Dismissal</b>	<b>1,758</b>	<b>178</b>	<b>115</b>	<b>56</b>	<b>2,107</b>
<b>Protection of employees (Employers' Insolvency)</b>	<b>48</b>				<b>48</b>
<b>Organisation of Working Time</b>	<b>828</b>				<b>828</b>
<b>Maternity Protection</b>		<b>1</b>	<b>1</b>		<b>2</b>
<b>Payment of Wages</b>		<b>223</b>	<b>255</b>		<b>478</b>
<b>Terms of Employment (Information)</b>		<b>86</b>	<b>72</b>	<b>122</b>	<b>280</b>
<b>Parental Leave</b>		<b>2</b>			<b>2</b>
<b>European Communities (Transfer of Undertakings)</b>		<b>33</b>	<b>11</b>		<b>44</b>
<b>European Communities (Protection of employment)</b>		<b>1</b>			<b>1</b>
<b>TOTAL</b>	<b>7,302</b>	<b>524</b>	<b>454</b>	<b>178</b>	<b>8,458</b>



## Appendix 2: Claims Disposed in 2011

The Tribunal disposed of 6,723 claims in 2011 which represents a 10.9% increase over claims disposed of in 2010.

### First Instance

	Allowed	Dismissed	Withdrawn during Hearing	Withdrawn prior to hearing	Total
Redundancy	1,121	319	160	816	2,416
Minimum Notice and Terms of Employment	560	327	223	502	1,612
Unfair Dismissal	280	323	290	517	1,410
Protection of employees (Employers' Insolvency)	0	30	0	0	30
Organisation of Working Tim	186	142	160	238	726
<b>TOTAL</b>	<b>2,147</b>	<b>1,141</b>	<b>833</b>	<b>2,073</b>	<b>6,194</b>

### Appeals

	Upheld	Upset	Varied	Withdrawn	Total
Unfair Dismissal	46	20	19	49	134
Maternity Protection	1	1	0	3	5
Payment of Wages	46	18	10	80	154
Terms of Employment (Information)	40	14	8	39	101
Parental Leave	1	0	0	0	1
<b>TOTAL</b>	<b>134</b>	<b>53</b>	<b>37</b>	<b>171</b>	<b>395</b>

#### *Breakdown of Appeals based on claims initiated by Employees or Employers*

	Upheld	Upset	Varied	Withdrawn	Total
Employees	71	32	15	86	204
Employers	63	21	22	85	191
<b>TOTAL</b>	<b>134</b>	<b>53</b>	<b>37</b>	<b>171</b>	<b>395</b>

### Implementations

	Upheld	Upset	Varied	Withdrawn	Total
Unfair Dismissal	43	0	0	12	55
Terms of Employment (Information)	58	0	0	21	79
<b>TOTAL</b>	<b>101</b>	<b>0</b>	<b>0</b>	<b>33</b>	<b>134</b>

## Appendix 3: History and Composition of the Tribunal

The Redundancy Payments Act of 1967, which established the Redundancy Appeals Tribunal, was enacted on 18<sup>th</sup> December 1967. The creation of the Tribunal was considered an innovative move, by the State, in the area of employment rights. It was set up to ensure that a worker's statutory entitlement to redundancy was given the force, as well as the full protection of the law. The Act thus established a forum within which the ordinary 'man in the street' could refer a claim to have those rights vindicated. Apart from its continuing responsibility to hear appeals under the Redundancy Payments Acts, today, under its revised title, the Employment Appeals Tribunal now deals with cases under eighteen pieces of legislation. These range from claims for unfair dismissal to minimum notice, as well as hearing appeals from decisions and recommendations of the Rights Commissioner Service of the Labour Relations Commission.

The inaugural meeting of the first Redundancy Appeals Tribunal took place on 22<sup>nd</sup> March 1968, under the guardianship and protection of the first sixteen Members appointed to the Tribunal. The first Chairman, Mr John Gleeson, led the Tribunal. It heard its first appeal on 18<sup>th</sup> April 1968. Between that date and 31<sup>st</sup> December 1968, the Tribunal sat on seventy-five (75) days and heard a total of one hundred and thirty three (133) appeals. Eighty-three (83) of those appeals were heard in Dublin, and the remaining fifty appeals (50) were heard at various other venues around the country. From the start it was clear that the Tribunal would have a countrywide and therefore a national dimension to its work. Over forty years on, the Employment Appeals Tribunal continues the work started by the Tribunal. Indeed, instead of its early base of sixteen (16) members, in 2011, there are now one hundred and thirty one (131) members of the Tribunal.

### ➤ 2011 Composition of the Tribunal

At the beginning of 2011 the Tribunal consisted of a Chairman, forty three Vice-Chairmen and a panel of eighty two other members, forty-one nominated by the Irish Congress of Trade Unions and forty-one by organisations representative of employers. The Minister reappointed the chairman in January 2011 for another term of office. The Redundancy Payments Act 1979 provides for the appointment of additional Vice-Chairmen and Members whenever the Minister for Jobs, Enterprise, and Innovation is of the opinion that such appointments are necessary for the speedy dispatch of the business of the Tribunal. On 30<sup>th</sup> September 2011 the Minister appointed 5 County Registrars to act as Vice Chairmen on a

pilot basis until 29<sup>th</sup> January 2013. The membership at the end of 2011 consisted of 1 chairman, 48 vice chairmen and 82 members.

The Tribunal acts in divisions, each consisting of either the chairman or a vice-chairman and two other members, one drawn from the employers' side of the panel and one from the trade union side. A vice-chairman of the Tribunal, when acting as chairman (at the request of the Minister or the chairman) has all the powers of the chairman. Appeals are heard in public unless the Tribunal, on the application of either party and in the exercise of its discretion, decides that the hearing be heard in private.

### ➤ **The Secretariat**

The Secretariat is responsible for the administration of claims referred to the Tribunal under various employment rights legislation. Its role is to provide administrative support to the Tribunal.

Civil Servants, assigned by the Department of Jobs, Enterprise and Innovation, comprise the staff of the Secretariat of the Tribunal. Officers of the secretariat process applications from the date of receipt and act as secretaries at hearings. Secretaries also draft Determinations following Tribunal deliberations, for consideration by the Tribunal. The Secretariat notifies the parties concerned of the Determinations of the Tribunal.

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The Secretary to the Tribunal is Mr David Small.

## Appendix 4: Hearings and Sittings

The unprecedented growth in the referral of cases has impacted on the waiting period. As a result, the annual average waiting period has significantly increased over the past number of years to an approximate average waiting period of **76** weeks in Dublin and **77** weeks in provincial areas. The table below sets out the difference in the average waiting times between 2010 and 2011.

	2010	2011
<b>Dublin</b>	<b>58</b>	<b>76</b>
<b>Country</b>	<b>55</b>	<b>77</b>

In 2011 the Tribunal sat on 234 days. In all, hearings were held at 36 different venues throughout the country to suit appellants and respondents.

The number of divisions sitting per day varied, with 7-8 being the average number of divisions sitting per day.

The following tables sets out the venues per Province.

<b>Leinster</b>	<b>Munster</b>	<b>Connaught</b>	<b>Ulster</b>
Abbeyleix	Clonakilty	Carrick On Shannon	Carrickmacross
Athlone	Clonmel	Castlebar	Cavan
Carlow	Cork	Galway	Donegal
Drogheda	Ennis	Roscommon	Letterkenny
Dublin	Limerick	Sligo	Monaghan
Kilkenny	Mallow		
Longford	Nenagh		
Mullingar	Roscrea		
Naas	Thurles		
Navan	Tralee		
Portlaoise	Waterford		
Trim			
Tullamore			
Wexford			
Wicklow			

## Appendix 5: Employment Rights and Industrial Relations

In July 2011 the Minister for Jobs Enterprise and Innovation Richard Bruton TD announced proposals for the streamlining and reform of the five State employment rights bodies i.e. The Employment Appeals Tribunal, The Labour Court, Labour Relations Commission, The National Employment Rights Authority and the Equality Tribunal.

An Implementation group was set up, chaired by the Minister and a Project Office was established to deliver the reform.

The Minister published the first consultation paper in August following the inaugural meeting of the Implementation Group.

The proposals published by the Minister included the following:

- A new integrated two-tier structure to replace the five existing employment rights bodies
- The development of shared services and integration of back office functions
- A system to ensure that early resolution can occur at workplace level
- All related cases would be taken at the same hearing
- The system will have only one entry point
- The system would be easy to understand and use.

Over 60 submissions were received by the Minister covering all of the main stakeholders in the Employment Rights /industrial Relations and Equality sphere.

Working groups to progress the following projects were established:

**A Single Complaint Form** –to replace over 30 existing forms and covering over 100 complaints under a range of employment legislation.

**A Single Contact Portal** – through which all complaints to the 5 bodies would be channelled.

**An Early resolution service** - to provide an opportunity for settlement

**A single website** for the existing 5 bodies.

A range of further structural, procedural and legislative reforms are planned for 2012.

## Appendix 6: Overview of Legislation

The Employment Appeals Tribunal is a statutory body established to deal with and adjudicate on employment disputes under the following statutes. ***The information given below is intended as a guide only and does not purport to be a legal interpretation.***

### **Redundancy Payments Acts 1967 to 2007**

Under the Redundancy Payments Act 2003 an eligible employee is entitled to two weeks statutory redundancy payment for every year of service together with a bonus week. The majority of the claims disposed of by the Tribunal under these Acts were claims by employees for redundancy payments on the grounds that they were dismissed by reason of redundancy. Other areas of dispute relate to questions as to whether alternative employment offered was suitable; associated companies; change of ownership of trade or business; continuity of employment; lay-off and short-time; calculation of amount of lump sums and normal weekly remuneration.

### **Minimum Notice and Terms of Employment Acts 1973 to 2005**

In 2003, the Protection of Employees (Employers' Insolvency) Acts 1984 and 2001 were amended to allow claims for statutory notice entitlements, where the employer is insolvent, to be made directly to the Insolvency Payments Unit of the Department of Social Protection (previously Department of Jobs, Enterprise and Innovation) for payment from the Social Insurance Fund, without recourse to the Tribunal. The Civil Service Regulation (Amendment) Act 2005 extends the provisions of the Minimum Notice and Terms of Employment to civil servants as of 4<sup>th</sup> July 2006.

### **Unfair Dismissals Acts 1977 to 2007**

The Unfair Dismissals Act 1977 was a major development in Irish employment law. It provides remedies for employees who are found by the Tribunal to have been unfairly dismissed from their employment. The remedies under the Act are: re-instatement, re-engagement or compensation up to a maximum of 104 weeks' remuneration. Claims for unfair dismissal may be initiated with the Tribunal or with a Rights Commissioner. A claim under this Act may only be brought to the Tribunal if one of the parties objects in writing to a Rights Commissioner hearing the claim.

The Unfair Dismissals Acts now apply to most state employees including most civil servants. The exclusion from the Acts for most state employees was removed by the Civil Service Regulation (Amendment) Act 2005 and the relevant sections became operational on 4<sup>th</sup> July 2006.

Where a claim for unfair dismissal is initiated with a Rights Commissioner, either party may appeal the Rights Commissioner's Recommendation to the Tribunal within six weeks of the date the Recommendation was communicated to the parties concerned.

### **Maternity Protection Acts 1994 and 2004**

Disputes concerning entitlements under the Act must be brought to a Rights Commissioner in the first instance and then to the Tribunal by way of an appeal against the Rights Commissioner's Recommendation.

### **Protection of Employees (Employers' Insolvency) Acts 1984 to 2004**

Financial entitlements of employees who lose their jobs as a result of their employers' insolvency are substantially protected under the 1984 Act as amended. Claims under the Act as amended, take the form of complaints against Decisions of the Minister for Enterprise, Trade and Innovation to refuse all or part of a claim for payment in respect of arrears of wages, arrears of sick pay, arrears of holiday pay or payment of unpaid contributions to occupational pension schemes. Where a doubt exists as to whether a claim is allowable or not, the Minister may refer the claim to the Tribunal for a Decision. Such claims are paid out of the Social Insurance Fund.

The European Communities (Protection of Employees (Employers' Insolvency) Regulations 2005, S.I. No. 630 of 2005 has extended the Insolvency Payments Scheme to include all awards made by the Tribunal<sup>1</sup>. This statutory instrument also extends cover to employees who are employed in Ireland by an employer who has become insolvent under the laws, regulations and administrative procedures of another member state.

### **Payment of Wages Act 1991**

The Act establishes a range of rights for employees relating to the payment of their wages: a right to a negotiable mode of wage payment, a right to a written statement of wages and deductions, and protection against unlawful deductions from wages. The Act allows for an

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<sup>1</sup> Awards made by the Tribunal under the Redundancy Payments Acts are also paid out of the Social Insurance Fund.

appeal to be made to the Tribunal against the Decision of a Rights Commissioner on complaints in relation to an unlawful deduction from wages.

### **Terms of Employment (Information) Acts 1994 and 2001**

The main purpose of this Act is to impose an obligation on employers to provide a written statement to employees setting out certain particulars of the employees' terms of employment.

A dispute under the Act must first be brought before a Rights Commissioner. It may then be brought before the Tribunal by way of an appeal against the Recommendation of the Rights Commissioner in the matter

### **Adoptive Leave Acts 1995 and 2005**

The purpose of this Act is to entitle female employees, and in certain circumstances male employees, to employment leave for the purpose of child adoption. A dispute under the Act must first be brought before a Rights Commissioner. It may then be appealed to the Tribunal by way of an appeal against the Decision of the Rights Commissioner in the matter.

### **Protection of Young Person (Employment) Act 1996**

This Act provides, that the parent or guardian of a child or a young person, may present a complaint to a Rights Commissioner that an employer has contravened section 13 (preservation of existing rates of pay and conditions) or section 17 (refusal to co-operate with the employer in breaching the Act). An employer or an employee may appeal to the Tribunal from a Recommendation of a Rights Commissioner.

### **Organisation of Working Time Act 1997**

Section 39 of the Organisation of Working Time Act, provides for a solution to difficulties encountered with the enforcement of Decisions of the Employment Appeals Tribunal and other specified bodies under the legislation administered by it, where details relating to an employer are incorrectly set out in a Tribunal Decision. Section 39 allows an employee, where an employer is inadvertently incorrectly identified before the Tribunal, to apply for leave to institute proceedings against the proposed employer, notwithstanding that the time line for instituting such claims might have expired. Section 40 allows an employee or his/her trade union to include a holiday complaint along with any proceedings being taken to the Tribunal in respect of any legislation coming within its jurisdiction.



### **Parental Leave Acts 1998 and 2006**

The Parental Leave Act 1998 came into operation on 3<sup>rd</sup> December 1998. The Act provides for an entitlement for men and women to avail of unpaid leave from employment to enable them to take care of their young children, and for limited paid leave (*force majeure* leave) to enable employees to deal with family emergencies resulting from injury or illness of certain family members.

Employees and employers are entitled to refer a dispute in relation to an entitlement under the Act to a Rights Commissioner. A reference to the Rights Commissioner concerning a dispute under the Act must be made in writing within 6 months of the occurrence of the dispute. However, disputes concerning the dismissal of an employee are dealt with under the provisions of the Unfair Dismissals Acts 1977 to 2001.

### **Protections for Persons Reporting Child Abuse Act 1998**

The purpose of this Act is to provide protection from penalisation by their employers of persons who report child abuse “reasonably and in good faith” to designated officers of health boards or any member of the Garda Síochána. The avenue of redress for such a person is by way of complaint to a Rights Commissioner. There is also provision for an appeal from the Rights Commissioner by either party, to the Employment Appeals Tribunal. The Act came into operation on 23<sup>rd</sup> January 1999.

### **European Communities (Protection of Employment) Regulations 2000**

These Regulations amend the Protection of Employment Act 1977, to provide for representation of, and consultation with employees in the absence of a trade union, staff association or excepted body; to provide for a right of complaint to a Rights Commissioner where an employer contravenes section 9 or 10 (information and consultation of employees) and to provide for increases in the levels of fines for offences.

There is a provision for the Rights Commissioner’s Decision to be appealed to the Tribunal within six weeks of the date that the Decision was communicated to the parties. Where a Rights Commissioner’s Decision has not been carried out a case for implementation may be referred to the Tribunal after the six-week period.

### **European Communities (Protection of Employees on Transfer of Undertakings) Regulations 2003**

These came into force on the 11<sup>th</sup> April 2003. They revoke and replace the European Communities (Safeguarding of Employees’ Rights on Transfer of Undertakings) Regulations 1980, and the European Communities (Safeguarding of Employees’ Rights on Transfer of

Undertakings) (Amendment) Regulations 2000. They provide for representation of, and consultation with, employees in the absence of a trade union, staff association or excepted body. They also provide for a right of complaint to a Rights Commissioner, where an employer contravenes Regulation 8 (the information and consultation provision) and they provide for increases in the levels of fines for offences.

There is a provision for the Rights Commissioner's Decision to be appealed to the Tribunal within six weeks of the date that the Decision was communicated to the parties. Where a Rights Commissioner's Decision, or a Determination of the Tribunal has not been carried out, a claim for implementation may be made after a six-week period to the Circuit Court.

### **Carer's Leave Act 2001**

This Act provides for the entitlement of employees, to avail of unpaid carer's leave from their employment, to enable them to care personally for persons who have been certified by the Department of Social Protection, as requiring full time care and attention.

The Decision of the Rights Commissioner may be appealed to the Tribunal within 4 weeks of the date the Decision was communicated to the parties. This time limit may be extended for a further period, not exceeding six weeks, if the Tribunal considers it reasonable to do so, having regard to all the circumstances.

### **Competition Acts 2002-2010**

The Competition Acts 2002-2010 consolidated the existing competition and mergers legislation. Section 50 (3) of the Act provides protection for an employee, from penalisation by the employer, where the employee acting reasonably and in good faith, reports a breach of the Act. Schedule 3 of the Act sets out the avenue for redress, which is by complaint to a Rights Commissioner and an appeal lies to the Employment Appeals Tribunal.

### **Consumer Protection Act 2007**

Section 87 of this Act provides protection of employees from penalisation for reporting breaches of the Act.

### **Chemicals Act 2008**

Section 26 of this Act provides protection of employees from penalisation for reporting breaches of the Act.

## Appendix 7: Glossary of Terms

<b>Claimant</b>	the person bringing the claim.
<b>Respondent</b>	the person or company against whom the claim is brought
<b>Appellant</b>	the person or company appealing a decision.
<b>Division</b>	the Tribunal acts in divisions, each consisting of either the chairman or a vice chairman and two other members, one drawn from the employer's side of the panel and one from the trade unions side; a vice chairman of the Tribunal, when acting as chairman (at the request of the Minister or chairman) has all the powers of the chairman.
<b>Withdrawn</b>	an application can only be withdrawn by the claimant or the claimant's representative.
<b>Settlement</b>	an agreement reached by the parties; this may happen before the hearing or at any time during the hearing; a determination will not issue in this case.
<b>Liberty to re-enter</b>	where the parties, having reached agreement, the claim or appeal is withdrawn and a strict time limit is given by a division to re-enter the claim or appeal.
<b>Disposed of</b>	claims that are withdrawn prior to a hearing, withdrawn during a hearing or on which a determination issues.
<b>Representation</b>	a party may appear without representation, or be represented by counsel or solicitor, or by a representative of a trade union or an employers' organisation or with the leave of the Tribunal by any other person.
<b>Determination</b>	a determination is the decision of the Tribunal recorded in a document signed by the chairman and sealed with the seal of the Tribunal.
<b>Register</b>	determinations of the Tribunal are entered in a register, which is open for inspection by any person without charge during normal hours at the offices of the secretariat of the Tribunal.

This Glossary of the more common terms used in relation to proceedings before the Tribunal is not exhaustive or intended to be a complete glossary. It is the 'ordinary man's' guide to those common terms and is intended to assist understanding of the terminology.

## Appendix 8: Advisory and Information Bodies

### Department of Jobs, Enterprise and Innovation

23 Kildare Street  
Dublin 2

**Tel:** +353 1 6312121 or LoCall 1890220222

[www.djei.ie](http://www.djei.ie)

### The Labour Court

Tom Johnson House  
Haddington Road  
Dublin 4

**Tel:** 01 6136666

[www.thelabourcourt.ie](http://www.thelabourcourt.ie)

### Workplace Relations Customer Service

Government Buildings  
O'Brien Road  
Carlow

**Tel:** +353 59 9178990 or Lo Call 1890808090

[www.workplacerelations.ie](http://www.workplacerelations.ie)

### National Employments Rights Authority

Government Buildings  
O'Brien Road  
Carlow

**Tel:** +353 59 9178990 or Lo Call 1890808090

[www.employmentrights.ie](http://www.employmentrights.ie)

### Redundancy Section

Department of Social Protection  
Block C  
The Earlsfort Centre  
Lower Hatch Street  
Dublin 2

**Tel:** 1890 800 699

[www.welfare.ie](http://www.welfare.ie)

### Citizens Information

**Tel:** +353 12 452 1600 or **Lo Call 1890 777 121** or +353 21 452 1600

Check [www.citizensinformation.ie](http://www.citizensinformation.ie) for your nearest information centre

### Rights Commissioners

Tom Johnson House,  
Haddington Road, Dublin 4, Ireland  
Telephone: (01) 613 6700

**Tel:** Lo call: 1890 220 227 (outside (01) area)

[www.lrc.ie](http://www.lrc.ie)

### The Equality Tribunal

3 Clonmel Street  
Dublin 2

**Tel:** 01-4774100

**Email:** [info@equalitytribunal.ie](mailto:info@equalitytribunal.ie)

[www.equalitytribunal.ie](http://www.equalitytribunal.ie)

### The Courts Service

15 - 24 Phoenix Street North  
Smithfield  
Dublin 7

**Tel:** + 353 1 888 6000

[www.courts.ie](http://www.courts.ie)

### The Companies Registration Office

Parnell House  
14 Parnell Square  
Dublin 1

**Tel:** +353 1 8045200

[www.cro.ie](http://www.cro.ie)

### Insolvency Section

Department of Social Protection  
Block C  
The Earlsfort Centre  
Lower Hatch Street  
Dublin 2

**Tel:** 1890 800 699

[www.welfare.ie](http://www.welfare.ie)

### Revenue Commissioners

Check [www.revenue.ie](http://www.revenue.ie) for your local revenue office