

Workplace Relations Commission

## WRC eComplaint Portal – Step by Step User Guide

#### Disclaimer and waiver of liability

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# Advantages of New Form

- Far easier to access. Available on all desktop/laptop browsers, as well as all mobile devices.
- More intuitive experience for users, with clearly labelled areas.
- Separate Employment Rights and Equal Status forms.
- Save as Draft functionality to allow for completion of Form at a later time.
- Document upload facility, allowing complainants to upload relevant documentation at the time of form submission.
- Eircode integration for easy address completion.
- Web Content Accessibility Guidelines (WCAG) 2.1 compliant, allowing for ease of use for those with accessibility needs.

## Points of Note on New Form

- As with all of our forms, this new Form should only be completed for individual complaint applications. For applications with multiple complainants, separate forms will be required.
- Save as Draft functionality saves the form and ends the application sessions. To restart the session, you must retrieve the draft from the email link that is sent to you.
- The new Form is up to date with all new legislation.
- The existing PDF form will no longer be accepted after a period of 4 weeks following on from the public launch of the new Form. Please do not try and complete an application after this time with the PDF, as the underlying network connections will be disabled, meaning the complaint will not go through.
- The Form will have an Irish language version, available on request to the WRC.

## Portal Home Page - Guidance Notes

When you click through to the portal on the <u>WRC website</u> you are presented with the Guidance Notes for the portal. This page gives you useful notes about completing an application as well as some important points regarding the various aspects of a complaint application. There are links to both the Employment Rights and Equal Status complaint forms at the top of the page and at the bottom of the notes. There is no difference between clicking on an Employment Rights Complaint at the top of the page and by clicking on the Employment Rights link at the bottom of the notes. Both links will go to the same location. The same is true for Equal Status Complaint links



#### Guidance Notes for Completion of e-Complaint Form

The WRC is an independent body and is not in a position to give legal advice. The information contained in the complaint form is not to be treated as advice for either party. Do not rely on information contained in the form in place of advice. It is recommended that you read the form in its entirety before completing the online form.

#### When should you use this Form?

This complaint form should be used to make complaints to the Workplace Relations Commission in relation to alleged contraventions of employment, equality, equal status and certain industrial relations legislation.

#### How to make a complaint?

This is an e-Complaint Form. Simply fill in the details required and use the 'Submit' button. Your complaint will then be submitted electronically in a secure and confidential manner to the Workplace Relations Commission. See below for further details.

# **Complaint Form Layout**

When submitting an application, complainants will be presented with a number of pages across the top of the application. These pages will be different for Employment Rights and Equal Status complaints. Below is an image from the Employment Rights complaint pages:



Below is an image showing the pages from the Equal Status Complaint:



Equal Status Complaint

The main difference between the two complaints is that there is no need for complainants to enter Employment or Pay Details, as they are not relevant to the complaint.

# How to submit an Employment Rights Complaint

#### **Complainants Details**

The first page on the Employment Rights application is for the Complainant Details. Some of these fields are mandatory in order to continue with your application. Mandatory fields are marked with a \*.

Clicking on the Address Line 1 field will bring up an Eircode Finder. It is recommended that you put in your Eircode (where possible) in order to save time filling in Address fields.

Address Line	1:*
Enter Eirco	de or address
Town · *	
1 Complainant's Details	2 Employment Details 3 Respondent/Employer's Full Legal Details 4 Representative Details 5 Special Facilities
6 General Complaint Area	7 Pay Details 8 Workplace Relations Commission Mediation Services 9 Complaint Submission

#### **Employment Rights Complaint**

A red asterisk (\*) signifies a mandatory field.

omplainant's Details					
Title :		Firstname : *			
Select	~				
Surname : *		Address Line 1 : *			
Address Line 2 :		Town : *			
County :		Country :			
Select	~	Ireland	~		
Eircode / Postcode :		Country Code			
		Select	~	0	
Mobile Number :		E-mail :			
Provide a telephone number				A	

**NOTE:** In order to use the Save as Draft field at a later stage of the application, you must complete the 'Country Code', 'Mobile Number' and 'Email' fields. Please ensure that you are contactable on the number and email provided. If you are filling out this form as a representative of someone else, please ensure that you put your contact details in these fields.

### **Employment Details**

In the Employment Details section, a complainant needs to enter all the details relevant to their employment. For particular complaints, the information in these fields will be very important. However, only the County field is a required field in this section. The reason the County field is needed is that hearings will be scheduled taking into account the information in that field. Please be careful to include the correct Employer's County in this field.

1 Complainant's Details 🖌 2 Employ	ment Details	3 Respondent/Employer's Full Le	gal Details	4 Representative Details	5 Special Facilities	
6 General Complaint Area 7 Pay Detai	ils 8 Work	place Relations Commission Mediati	on Services	9 Complaint Submission		
Employment Details						
Date of Commencement:		Date of Notice received (if applic	able):	Date Employment	ended (if applicable)	:
DD/MM/YYYY	<b></b>	DD/MM/YYYY	<b></b>	DD/MM/YYYY		<b></b>
My Work Address : Address Line 1 :		Address Line 2 :				
				]		
Town:		Eircode / Postcode :		]		
County: * Note that in case of certain counties, the Complainant is asked to indicate whether location is north, south, east or west. This assist in relation to the scheduling of adjudication hearings.	their will			1		
Previous Next Save As Dra	aft					

### Respondent/Employer's Full Legal Details

It is important for any complainant to include as many details as possible as possible about the Respondent/Employer. There are numerous mandatory fields to be completed on this page, including the Main business activity/sector. Eircode functionality is present on the Address Line 1 field.

1 Complainant's Details 🗸	2 Employment	t Details 🖌	3 Respondent/Employer's Full Legal Details	4 Representative Details	5 Special Facilities
6 General Complaint Area	7 Pay Details	8 Workpla	ce Relations Commission Mediation Services	9 Complaint Submission	
Respondent/Em	ployer's F	ull Leg	al Details		
Name/Company : *					
		6			
Trading as (if applicable) :	:				
Address Line 1 : *		A	ddress Line 2 :		
Town : *		C	ounty : *		
			~		
Country :		Ei	rcode / Postcode :		
Ireland		~			
Employer (PAYE) Number	:				
Contact Details					
Title . *		5	retname · *		
		v .		A	

There are extra hidden fields in this section that will appear if the Receivership or Liquidation option is selected on the 'Is this company in?' question:

<b>Is this company in ? :</b> Receivership O Liquidation O Neither	
lease complete details below :	
Receivers Name	Address Line 1 :
Address Line 2 :	Town :
Eircode / Postcode :	County :
	Select 🗸
Email :	Contact Number :
	Provide a telephone number

While the field is not mandatory, selecting Yes to the question of 'Will you have representation?', will allows you to enter information into the Representative Details section of the application.

Wi	ll yo	u ha	ave	representation ? :	
0	Yes	$\bigcirc$	No		

Selecting No or leaving this field blank will result in that section of the application disappearing from the list of sections at the top of the page. This reduces the number of sections down to 8 instead of 9.

1 Complainant's	Details 🖌	2 Employment Details 🗸	3 Responde	ent/Employer's Full Legal Details ✔	4 Special Facilities	5 General Complaint Area
6 Pay Details	7 Workplac	e Relations Commission Mediat	ion Services	8 Complaint Submission		

**NOTE:** The question marked as 'Do one or more of your complaint(s) relate to a contravention of the Transfer of Undertakings Regulations?' will also prompt another hidden section (Transferor Details) to appear. It's important to note that if Yes is selected to this question, more mandatory fields need to completed in order to progress the application to the next section.

Where a complaint application includes b the other specific complaints will be proce the Transferor) and the details copied to b	oth transfe essed agai ooth	er of undertaking and other specific compaints, nst both named respondents(the Transferee and	
Do one or more of your complaint(s) related and the second s	te to a co	ntravention of the Transfer of Undertakings	0
ease provide details below for	or you	r previous employer (Transferor)	
Name/Company : *			
		8	
Trading as (if applicable) :			
Address Line 1 : *			
Town : *		Address Line 2 :	
Eircode / Postcode :		County : *	
		Select 🗸	
Date of Transfer : *		Contact Number :	
DD/MM/YYYY i		Provide a telephone number	
Is the head office address different from		Employer (PAVE) Number :	
above ? :			
	~		
Main business activity/sector : *			
Select	•		

#### **Representative Details**

If Yes is selected to the 'Will you have representation?', the next section for a complainant to complete will be the 'Representative Details'. This follows a very similar structure to other sections, with Eircode functionality in the Address Line 1 field.

1	Complainant's Details 🗸	2 Employment Details	<ul> <li>Respondent/Employer's Full Legal Details</li> </ul>	4 Representative Details	5 Special Facilities
6	General Complaint Area	7 Pay Details 8 Wor	kplace Relations Commission Mediation Services	9 Complaint Submission	
Re	epresentative D	)etails			
	Title		Firstname *	1	
	Select	~			
	Surname *		Name / Organisation : *	1	
	Address Line 1 : *		Town : *	1	
	Address Line 2 :		County :		
			Select 🗸		
	Eircode / Postcode :				
	Email :		Contact Number :	1	
			Provide a telephone number		
	Complainant Representativ	ve Ref No.	Do you wish for correspondence to be issued		
			O Yes ○ No	0	
F	Please note that in all in diudication Officer a content of the second sec	instances where a c copy of this form and	omplaint falls to be considered by a We d all relevant correspondence will be co	orkplace Relations Commis	ssion tween. the
p	arties to the complain	nt.		,	,

**NOTE:** This section contains the question 'Do you wish for correspondence to be issued to your representative?'. If you select Yes to this question, all further correspondence will be issued to both the complainant and the nominated representative. This does not apply to a Draft of the application, which can only go to one recipient.



## **Special Facilities**

The Special Facilities section of the application allows for a complainant to fill in any details regarding extra needs they may have. If a complainant requires translation services to be involved, this is the area to enter those details. There are no required fields within this section.

1 Complainant's Det	ails 🖌 2 Employment Details 🖌	3 Respondent/Employer's Full Legal Details 🖌	4 Special Facilities	5 General Complaint Area
6 Pay Details 7	Workplace Relations Commission Medi	ation Services 8 Complaint Submission		
Special Facil	ities			
Should your comp facilities when atte	laint fall to be considered by an Adju ending a hearing?	dication Officer, will you require any special		
Yes		~		
Please provide det	ails. A member of our Information a	ad Customer Services may be in contact to		
discuss your applie	ation	a customer services may be in contact to		
		h		
		1750/1750 characters remaining		
Previous	Save As Draft			

#### General Complaint Area

Within the General Complaint Area, you'll find the ability to submit all specific complaints that are relevant to your application. Alongside this, you will also be able to upload any supplementary documentation for your application.

In order to create a new specific complaint, click on the 'Create' button. This will take you to the Specific Complaints area (covered in the next section).

1 Complainant's Details ✔	2 Employment Details ✔	3 Respondent/Employer's Full Legal Details	✓ 4 Special Facilities ✓	
5 General Complaint Area	6 Pay Details 7 Workpla	e Relations Commission Mediation Services	8 Complaint Submission	
General Complai	nt Area			
deneral comptai	int in ou			
				• Create
My Complaint falls under	Complaint Specific Are	a	Redress Option S	elected
There are no records to di	isplay.			
Upload necessary d	ocuments here			
Documents list	t			
There is no document t	o display.			
C Add Document				
Previous Next	Save As Draft			

**NOTE:** In order to create multiple specific complaints, you need to first Submit your specific complaint and be brought back to the General Complaint Area. From here, you can click on the 'Create' button again to create another specific complaint.

Once you have added a specific complaint, you can edit the complaint or delete it entirely using the drop-down options to the right of the complaint.

General Compla	int Area		
			• Create
My Complaint falls under	Complaint Specific Area	Redress Option Selected	
Pay	l am not given compensation for working on a Sunday	Yes	·
Terms and Conditions of Employment	I did not receive a statement in writing on my terms of employment	Yes	~

### **Specific Complaints**

Within the Specific Complaints section, you choose the complaint type using the dropdown options menu. Once selected, you are presented with a number of options relevant to that complaint type.

#### Create

<ul> <li>complaint more specifically falls under: *</li> <li>I do not receive the National Minimum Rate of Pay</li> <li>I am not given compensation for working on a Sunday</li> <li>I do not get a payslip</li> <li>My payslip does not show the gross wages payable and/or the amount of any deductions</li> <li>My employer has made an unlawful deduction from my wages and/or tips or gratuities</li> <li>My employer has not paid me or has paid me less than the amount due to me</li> <li>My employer pays me by a method other than that legally prescribed</li> <li>My employer is not keeping statutory employment records</li> <li>I did not receive my paid holiday/annual leave entitlement</li> <li>I have not received my Public Holiday entitlements</li> <li>I did not receive the appropriate payment in lieu of notice of termination of my</li> </ul>	
<ul> <li>complaint more specifically falls under: *</li> <li>I do not receive the National Minimum Rate of Pay</li> <li>I am not given compensation for working on a Sunday</li> <li>I do not get a payslip</li> <li>My payslip does not show the gross wages payable and/or the amount of any deductions</li> <li>My employer has made an unlawful deduction from my wages and/or tips or gratuities</li> <li>My employer has not paid me or has paid me less than the amount due to me</li> <li>My employer pays me by a method other than that legally prescribed</li> <li>My employer is not keeping statutory employment records</li> <li>I did not receive my paid holiday/annual leave entitlement</li> <li>I have not received my Public Holiday entitlements</li> <li>I did not receive the appropriate payment in lieu of notice of termination of my</li> </ul>	
<ul> <li>I do not receive the National Minimum Rate of Pay</li> <li>I am not given compensation for working on a Sunday</li> <li>I do not get a payslip</li> <li>My payslip does not show the gross wages payable and/or the amount of any deductions</li> <li>My employer has made an unlawful deduction from my wages and/or tips or gratuities</li> <li>My employer has not paid me or has paid me less than the amount due to me</li> <li>My employer pays me by a method other than that legally prescribed</li> <li>My employer is not keeping statutory employment records</li> <li>I did not receive my paid holiday/annual leave entitlement</li> <li>I have not receive the appropriate payment in lieu of notice of termination of my</li> </ul>	
<ul> <li>I am not given compensation for working on a Sunday</li> <li>I do not get a payslip</li> <li>My payslip does not show the gross wages payable and/or the amount of any deductions</li> <li>My employer has made an unlawful deduction from my wages and/or tips or gratuities</li> <li>My employer has not paid me or has paid me less than the amount due to me</li> <li>My employer pays me by a method other than that legally prescribed</li> <li>My employer is not keeping statutory employment records</li> <li>I did not receive my paid holiday/annual leave entitlement</li> <li>I have not received my Public Holiday entitlements</li> <li>I did not receive the appropriate payment in lieu of notice of termination of my</li> </ul>	(
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<ul> <li>My payslip does not show the gross wages payable and/or the amount of any deductions</li> <li>My employer has made an unlawful deduction from my wages and/or tips or gratuities</li> <li>My employer has not paid me or has paid me less than the amount due to me</li> <li>My employer pays me by a method other than that legally prescribed</li> <li>My employer is not keeping statutory employment records</li> <li>I did not receive my paid holiday/annual leave entitlement</li> <li>I have not receive the appropriate payment in lieu of notice of termination of my</li> </ul>	
<ul> <li>My employer has made an unlawful deduction from my wages and/or tips or gratuities</li> <li>My employer has not paid me or has paid me less than the amount due to me</li> <li>My employer pays me by a method other than that legally prescribed</li> <li>My employer is not keeping statutory employment records</li> <li>I did not receive my paid holiday/annual leave entitlement</li> <li>I have not received my Public Holiday entitlements</li> <li>I did not receive the appropriate payment in lieu of notice of termination of my</li> </ul>	
<ul> <li>My employer has not paid me or has paid me less than the amount due to me</li> <li>My employer pays me by a method other than that legally prescribed</li> <li>My employer is not keeping statutory employment records</li> <li>I did not receive my paid holiday/annual leave entitlement</li> <li>I have not received my Public Holiday entitlements</li> <li>I did not receive the appropriate payment in lieu of notice of termination of my</li> </ul>	
<ul> <li>My employer pays me by a method other than that legally prescribed</li> <li>My employer is not keeping statutory employment records</li> <li>I did not receive my paid holiday/annual leave entitlement</li> <li>I have not received my Public Holiday entitlements</li> <li>I did not receive the appropriate payment in lieu of notice of termination of my</li> </ul>	
<ul> <li>My employer is not keeping statutory employment records</li> <li>I did not receive my paid holiday/annual leave entitlement</li> <li>I have not received my Public Holiday entitlements</li> <li>I did not receive the appropriate payment in lieu of notice of termination of my</li> </ul>	
<ul> <li>I did not receive my paid holiday/annual leave entitlement</li> <li>I have not received my Public Holiday entitlements</li> <li>I did not receive the appropriate payment in lieu of notice of termination of my</li> </ul>	
$\bigcirc$ I have not received my Public Holiday entitlements $\bigcirc$ I did not receive the appropriate payment in lieu of notice of termination of my	
$\odot$ I did not receive the appropriate payment in lieu of notice of termination of my	
employment	
$\odot$ I did not receive a statement of my average hourly rate of pay	
<ul> <li>I do not receive the minimum rates(s) of pay set out in an Employment Regulation Order (ERO)</li> </ul>	
<ul> <li>I do not receive the minimum rate(s) of pay set out in a Sectoral Employment Orders (SEO)</li> </ul>	

Depending on your selection, you may be presented with further questions that need to be answered in order to submit that complaint. Below is an example of the questions that are available to answer when submitting a Pay complaint type with the specific complaint of 'I do not receive the National Minimum rate of pay. Note: Not all of these questions will be mandatory. Any mandatory questions will be marked as \*.

Compla			
Comple	int Details		
My con	nplaint falls under (Please select from the drop down list below):		
Pay		~	
My com	plaint more specifically falls under: *		
● I do I	not receive the National Minimum Rate of Pav		
Compla	int Specific Details		
What is	your pay reference period?		
Selec	t	~	E
Sciec			
What is that to	: the latest pay date on which you allege you received a payment that is less than which you are entitled under the National Minimum Wage Act, 2000?		

The final thing that needs to be done when submitting a complaint will be to select the appropriate Redress or Resolution option for your complaint. In some cases, you will be given the opportunity to select an Adjudication or an Inspection resolution option. This is dependent on the type of complaint being submitted. Some of them will only have one of these two options.

Associated Resolution Options	
Information on Resolution Services:	
Adjudication 🕄 Inspection	
Please select which option you wish to choose (There may only be one avenue available to you): *	
O Complaint seeking adjudication by the Workplace Relations Commission under section 24 of the National Minimum Wage Act, 2000.	0
Request for an investigation by a Workplace Relations Commission Inspector under the National Minimum Wage Act, 2000.	0
Submit	

In order to submit that specific complaint to your application, you need to select 'Submit' at the bottom of the page.



#### Pay Details

In the Pay Details section, a complainant needs to enter any information regarding their pay, if it is relevant to the complaint they are making. This section again is not mandatory, and only needs to be entered where it is relevant.

1 Complainant's Details ✔	2 Employment Det	tails 🖌	3 Respondent/Employer's Full Legal Details 🗸	4 Special Facilities ✔
5 General Complaint Area ✔	6 Pay Details	7 Work	place Relations Commission Mediation Services	8 Complaint Submission
Pay Details				
Pay Period		Gr	oss Pay	
	~			
Net Pay		W	eekly Hours Worked	
Previous Next	Save As Draft			

#### **Mediation Services**

The WRC offers mediation services where it is applicable to the complaint being made. The Mediation Services section of the complaint application form provides information on this and there is then a required field for all complainants to complete. Unfortunately, due to the nature of the application, this field needs to be completed. However, Mediation Services can only be provided where it is applicable to the type of complaint.

1 Complainant's Details 🖌	2 Employment Details	•	3 Respondent/Employer's Full Legal Details 🗸	4 Special Facilities 🖌
5 General Complaint Area 🗸	6 Pay Details 🖌	7 W	/orkplace Relations Commission Mediation Services	8 Complaint Submission

#### Workplace Relations Commission Mediation Services

The Workplace Relations Commission may be in a position to offer mediation in certain cases to facilitate the resolution of complaints without having to go to an Adjudication hearing. Mediation is a free, impartial, voluntary and confidential service. Both parties must agree to participate.

It can take place via telephone or face-to-face meetings, whichever the WRC deems more appropriate.

If agreement is reached at mediation, the Mediation Officer will record in writing the terms of the resolution which the parties will be asked to sign. This agreement is legally binding and confidential to the parties. The case will be closed and there will be no Adjudication hearing. Each side will keep a copy of the agreement, and the Mediator will keep a copy.

If there is no resolution at mediation, the Mediation Officer will confirm this in writing and an Adjudication hearing will then take place.

Please note that mediation is not available for Industrial Relations and Redundancy complaints. If your complaint application relates to such a complaint please do not select 'Yes' below.

For further information, please see our Pre-Adjudication Mediation FAQs on our website www.workplacerelations.ie

Please indicate if you would be willing to avail of mediation services to facilitate the resolution of your complaint/dispute should the Workplac Relations Commission be in a position to offer these services in this case.*					
Ves O No					
Previous Next Save As Draft					

## **Complaint Submission**

The final page of the complaint application is seeking consent from complainants to be contacted by email. If No is selected here, all future correspondence will be by post only.

A declaration is also required to confirm that the information in the form is accurate.

	Guidance	e Note	es Employment Rights Complaint	Equal Status Complain	t WRC Ho
Complainant's Details 🖌	2 Employment Detai	ls 🖌	3 Respondent/Employer's Full Legal Details 🖌	4 Special Facilities 🖌	
General Complaint Area ✔	6 Pay Details 🖌	7 Wo	orkplace Relations Commission Mediation Service	es 🖌 8 Complaint Submission	
omplaint Submis	ssion				
By providing an email addre including the serving or givi O Yes O No	SSION ess you are consenting ing notice(s)/docume	g to the nt(s) *	Workplace Relations Commission communica	ting with you by electronic means	s (eMail)
By providing an email addre including the serving or givi Ves No Please note further to the Se decisions would be anonym	SSION ess you are consenting ring notice(s)/docume supreme Court judgme rised.	g to the t nt(s) * ent Zalev	Workplace Relations Commission communica wski [2021] IESC 24 the WRC can no longer gu	ting with you by electronic means arantee hearings will be in private	; (eMail) e or that
By providing an email addre including the serving or giv Yes No Please note further to the Si decisions would be anonym Please note that all docume the same right to see the ot	SSION ess you are consenting ing notice(s)/docume iupreme Court judgme iised. entation submitted, ind ther side's documentat	g to the s nt(s) * ent Zales cluding d tion as t	Workplace Relations Commission communica wski [2021] IESC 24 the WRC can no longer gu correspondence addressed to the WRC, will be they have to see your documentation.	ting with you by electronic means arantee hearings will be in private e circulated to all parties to the di	s (eMail) e or that spute. You have

# How to submit an Equal Status Complaint

#### **Complainants Details**

The first page on the Equal Status application is for the Complainant Details. Some of these fields are mandatory in order to continue with your application. Mandatory fields are marked with a \*.

Clicking on the Address Line 1 field will bring up an Eircode Finder. It is recommended that you put in your Eircode (where possible) in order to save time filling in Address fields.

Address Line 1	:*			
Enter Eircod	le or address	٩		
Town · *				
1 Complainant's Details	2 Goods/Service/Facilities Provider Details	3 Representative Details	4 Special Facilities	5 General Complaint Area
6 Workplace Relations Com	mission Mediation Services 7 Complaint	Submission		

#### Equal Status Complaint

A red asterisk (\*) signifies a mandatory field.

Complainant's Details			
Title :	Firstname : *	_	
Select 🗸			
Surname : *	Address Line 1 : *		
Address Line 2 :	Town : *		
County :	Country :		
Select 🗸	Select	·	
Eircode / Postcode :	Country Code		
	Select		
Mobile Number :	E-mail :		
Provide a telephone number		6	
Nationality :			
Select 🗸			
Next			

**NOTE:** In order to use the Save as Draft field at a later stage of the application, you must complete the 'Country Code', 'Mobile Number' and 'Email' fields. Please ensure that you are contactable on the number and email provided. If you are filling out this form as a representative of someone else, please ensure that you put your contact details in these fields.

#### Goods/Service/Facilities Provider Details

In this section, a complainant needs to enter all the details relevant to their Goods, Service or Facilities provider they are seeking to take a complaint against. For particular complaints, the information in these fields will be very important. However, only the County field is a required field in this section. The reason the County field is needed is that hearings will be scheduled taking into account the information in that field. Please be careful to include the correct County of the Goods, Service or Facilities Provider in this field.

Complainant's Details 🖌 2 0	Soods/Service/Facilit	ies Provider Details	3 Representative Details	4 Special Facilities	5 General Complaint Area
Workplace Relations Commission	Mediation Services	7 Complaint Sub	nission		
oods /Service /Facil	lities Provi	der Details			
		uer Details			
Name/Company : *					
Trading as (if applicable) :					
Address Line 1 · *		Address Line 2 ·			
				]	
Town : *		County :			
		Select	~		
Country :		Eircode / Postcod	•:		
Select	~				
				1	
ontact Dotails					
Title :		Einstaame : *			
Title :	~	Firstname : *		•	
Title :	~	Firstname : *		0	
Title : Select	~	Firstname : *		•	
Title : Select	~	Firstname : *		6	
Title : Select Surname : *	~	Firstname : * Email : Position Held :		6	

There are extra hidden fields in this section that will appear if the Receivership or Liquidation option is selected on the 'Is this company in?' question:

Is this company in ? : Receivership O Liquidation O Neither	
Please complete details below :	
Receivers Name	Address Line 1 :
Address Line 2 :	Town :
Eircode / Postcode :	County :
	Select 🗸
Email :	Contact Number :
	Provide a telephone number

While the field is not mandatory, selecting Yes to the question of 'Will you have representation?', will allows you to enter information into the Representative Details section of the application.



Selecting No or leaving this field blank will result in that section of the application disappearing from the list of sections at the top of the page. This reduces the number of sections down to 6 instead of 7.



#### **Representative Details**

If Yes is selected to the 'Will you have representation?', the next section will be for a complainant to complete will be the 'Representative Details'. This follows a very similar structure to other sections, with Eircode functionality in the Address Line 1 field.

1 Complaina	ant's Details ✔	2 Goods/Service/Facili	ties Provider Details 🖌	3 Representative Details	4 Special Facilities	5 General Complaint Area
6 Workplace	e Relations Comm	ission Mediation Services	7 Complaint Submiss	ion		
Represe	entative D	etails				
Title			Firstname *			
Select		~				
Surname *			Name / Organisation	:*		
Address Li	ine 1 : *		Town : *			
Address Li	ine 2 :		County :			
			Select	~		
Eircode / F	Postcode :					
Email :			Contact Number :			
			Provide a telephone	number		
Complaina	ant Representativ	ve Ref No.	Do you wish for corre	spondence to be issued		
			to your representative	e?	•	
			O Yes O No			
			- 163 - 140			

**NOTE:** This section contains the question 'Do you wish for correspondence to be issued to your representative?'. If you select Yes to this question, all further correspondence will be issued to both the complainant and the nominated representative. This does not apply to a Draft of the application, which can only go to one recipient.



## **Special Facilities**

The Special Facilities section of the application allows for a complainant to fill in any details regarding extra needs they may have. If a complainant requires translation services to be involved, this is the area to enter those details. There are no required fields within this section.

1 Complainant's Details 🗸	2 Goods/Service/Facilities Provider Details 🗸	3 Representative Details 🗸	4 Special Facilities	
5 General Complaint Area	6 Workplace Relations Commission Mediation Ser	rvices 7 Complaint Submissi	on	
Special Facilities	S			
Should your complaint fal facilities when attending a	all to be considered by an Adjudication Officer, wil a hearing?	l you require any special		
Yes		~		
Please provide details. A r discuss your application	member of our Information and Customer Service	25 may be in contact to		
		li li		
	1750/1	1750 characters remaining		

#### General Complaint Area

Within the General Complaint Area, you'll find the ability to submit specific complaints that are relevant to your application. Alongside this, you will also be able to upload any supplementary documentation for your application. In the case of an Equal Status complaint, there will be only one complaint option available.

In order to create a new specific complaint, click on the 'Create' button. This will take you to the Specific Complaints area (covered in the next section).



Once you have added a specific complaint, you can edit the complaint or delete it entirely using the drop-down options to the right of the complaint.



### **Specific Complaints**

Within the Specific Complaints section, for an Equal Status complaint you will be just given that option for your complaint.

Complaint Details		
My complaint falls under (F	lease select from the drop o	down list below):
Equal Status		~
My complaint more s	pecifically falls und	der: *
I have been discriminated services or facilities	against by a person, organisat	tion/company who provides goods,
Complaint Specific D	etails	
say that I have beer	n discriminated aga	ainst by reason of my : *
Gender	Civil Status	Family Status
Sexual Orientation	C Religion	Race
Age	Disability	Membership of the Travelling Community
<b>—</b> • • • • •		

You will then be presented with further questions that need to be answered in order to submit that complaint. Above is an example of the questions that are available to answer when submitting an Equal Status complaint.

Note: Not all of these questions will be mandatory. Any mandatory questions will be marked as \*.

The final thing that needs to be done when submitting a complaint will be to select the Resolution option for your complaint.

## Associated Resolution Options



In order to submit the specific complaint to your application, you need to select 'Submit' at the bottom of the page.

### **Mediation Services**

The WRC offers mediation services where it is applicable to the complaint being made. The Mediation Services section of the complaint application form provides information on this and there is then a required field for all complainants to complete. Unfortunately, due to the nature of the application, this field needs to be completed. However, Mediation Services can only be provided where it is applicable to the type of complaint.

1 Complainant's Details 🗸	2 Goods/Service/Facilities Provider Details 🖌	3 Representative Details 🗸	4 Special Facilities ✔	
5 General Complaint Area 🗸	6 Workplace Relations Commission Mediation	Services 7 Complaint Submi	ssion	
Workplace Relati	ons Commission Mediatior	n Services		
The Workplace Relations ( having to go to an Adjudica	Commission may be in a position to offer m ation hearing.	nediation in certain cases to	facilitate the resolution	of complaints without
Mediation is a free, impart	ial, voluntary and confidential service. Both	parties must agree to partic	cipate.	
It can take place via teleph	none or face-to-face meetings, whichever th	he WRC deems more appro	priate.	
If agreement is reached at sign. This agreement is leg side will keep a copy of the	mediation, the Mediation Officer will record gally binding and confidential to the parties a agreement, and the Mediator will keep a	d in writing the terms of the r . The case will be closed and copy.	resolution which the pa d there will be no Adjuc	rties will be asked to dication hearing. Each
If there is no resolution at take to move the case for	mediation, the Mediation Officer will confirm vard to Adjudication.	n this in writing and will expl	ain some additional ste	eps you will need to
For further information, ple	ease see our Pre-Adjudication Mediation FA	AQs on our website www.wo	rkplacerelations.ie	
Please indicate if you would Relations Commission be in O Yes O No Previous Next	d be willing to avail of mediation services to faci n a position to offer these services in this case. * Save As Draft	litate the resolution of your con	nplaint/dispute should th	e Workplace

## **Complaint Submission**

The final page of the complaint application is seeking consent from complainants to be contacted by email. If No is selected here, all future correspondence will be by post only.

A declaration is also required to confirm that the information in the form is accurate.

1 Complainant's Details ✔	2 Goods/Service/Facilities Provider Details ✔	3 Representative Details 🗸	4 Special Facilities ✔	
5 General Complaint Area ✔	6 Workplace Relations Commission Mediation	Services 🗸 7 Complaint Su	bmission	
Complaint Submis	ssion			
By providing an email addre including the serving or givin O Yes O No	ss you are consenting to the Workplace Relatio ng notice(s)/document(s) *	ns Commission communicating	with you by electronic m	eans (eMail)
Please note further to the Su decisions would be anonymi	upreme Court judgment Zalewski [2021] IESC 24 ised.	4 the WRC can no longer guara	ntee hearings will be in pr	ivate or that
Please note that all documer the same right to see the oth	ntation submitted, including correspondence ac her side's documentation as they have to see yo	ddressed to the WRC, will be cir our documentation.	culated to all parties to th	ne dispute. You have
I declare that, to the best	of my knowledge, the information provided in	relation to the complaint(s) ab	ove is accurate. *	
Previous Submit	Save As Draft			

# Save as Draft Functionality

The Save as Draft functionality is one of the most prominent new features for the WRC online complaint form. It allows user to pause the completion of their application form and return to it from a link that is emailed to the complainant.

In order to be able to save your application as a draft, the following 3 fields needs to be completed on the 'Complainants Details' page of the application form. These are

- Country Code
- Contact Number (soon to be renamed 'Mobile Number')
- Email Address

Title :	Firstname : *
Select	▼
Surname : *	Address Line 1 : *
Address Line 2 :	Town : *
County :	Country :
Select	V Ireland V
Eircode / Postcode :	Country Code
	Select 🗸
Mobile Number :	E-mail :
Provide a telephone number	
Nationality :	Position Held : *
Select	·

Once the application has been saved, this ends the current application session, and the following message will appear.



In order to restart the application, the complainant needs to be click on the link that is emailed once they have saved the draft (please allow up to 20 minutes to receive the email). See below an example of the email.

Dear Test Name,

We would like to inform you that your WRC complaint form has been saved as a draft on our website.

To continue filling out the complaint form, please click on the following link:

https://ecomplaint.workplacerelations.ie/verification/?id=3e9b500d-c89a-ef11-8a6a-000d3aba4ef5

The link will be valid for the next 30 days from the date it was created. Once you are ready to submit the complaint, please ensure that you complete all the mandatory fields before submitting it.

Please Note: This is a one-time only link. Please do not attempt to retrieve this link a second time. You must save your application again if you wish to pause it.

Sincerely,

WRC Team

Once you click on the link, the complainant will be asked to authenticate themselves using the mobile number they entered in the Complainants Details page of the application. The first page of the authentication screen looks like the following:

We have the following nu	umber on record for you. We can send a code via SMS to authenticate you.	
the flate the following fi		
6 N		
Contact Number :		
086602		
Files Charles		
2 KHZPCZ		
Generate a new image		
Play the audio code	_	
	Enter the code from the image	
	Sub	mit

The code that is required on this page is to ensure no automated bots are attempting to access your data. Once this page is verified, a code is texted to the mobile number entered on the 'Complainants Details' page.

Contact Number : 08 Verification Code *	Contact Number : 08 Verification Code *	Enter your verification	code below		
Verification Code *	Verification Code *	Contact Number :			
		Verification Code *			

If the code is successfully entered, the application is loaded back into the web browser.

#### Notes:

- Please be aware that the link in the email is the only way to retrieve your draft. This can also only be done once. This is due to the fact that the new complaint form is built using Microsoft Power Pages and involves the use of 'Session IDs'. For the purposes of protecting personal data, these Session IDs are unique and can only exist in one place a given time. So when the user retrieves the application from the link, the session is restored back into the web browser, and has gone from the email link. In order to get a new Save as Draft link, the complainant will need to resave the application from the web browser.
- If you are completing this application on behalf of someone else, please ensure to put your contact details into the 3 fields highlighted on the Complainants Details page below. Doing this ensures that you will be send the 'Save as Draft' link, and that you will be able to retrieve the application. Under the 'Representatives Details' page of the complaint form, there is an option for communications to go to both the Complainant and the Representative. However, for the Save as Draft links, it can only be sent to one location (as explained in the point above), to the email entered in these highlighted fields.

Title :	Firstname : *	
Select	▼	
Surname : *	Address Line 1 : *	
Address Line 2 :	Town : *	
County :	Country :	
Select	Ireland     V	
Eircode / Postcode :	Country Code	
	Select 🗸	6
Mobile Number :	E-mail :	1
Provide a telephone number		6
Nationality :	Position Held : *	
Select	• ·	A

# **Document Upload Functionality**

Another of the features of the of the new online complaint form, is the ability to upload supporting documents at the same time as completing the Complaint Application.

In order to do this, you need to go to the 'General Complaint Area' section of the application. From here, select 'Add Document'. This will take you to a information window where you can browse for the document and upload it.

**NOTE:** Once a document is uploaded, it can't be deleted. Please be aware of this when uploading.

311	It Specific Area	Keuress	Option
e	Add Document	, ,	×
n	Documents once u submission.	ploaded cannot be deleted. Please be careful with your	
e	Note		
r	Attach a file	Choose File No file chosen	
		Submit Cance	el

The following file types are allowed:

- Office files .docx, .xlsx, .pptx
- .pdf
- .txt
- Image files, .jpg, .jpeg, .png

Compressed files .zip etc. are not allowed to be uploaded. Video files, Recordings and executable files are not allowed to be uploaded by this method.

If you need to present such files you can discuss how this will be facilitated with the WRC Case officer assigned to your case.