This information sheet explains the rights you have if you want to change your hours to fit in with caring for your children.

It covers:
- how to request changes to your hours of work, days of work or place of work,
- what to do if your employer refuses your request, and
- how to bring a claim under the flexible work regulations and sex discrimination law.

Your rights when asking for child-friendly working hours

**Can I ask to change my working hours?**

If you need to change the hours you work because of childcare, you can make a request for flexible work. Your employer has a duty to consider your request in a reasonable manner and your employer must not discriminate against you.

This information sheet explains how to ask for child-friendly working hours and what you can do if your employer refuses your request.

**The right to ask for flexible work**

**Who has the right to ask for flexible work?**

All employees (including trainees and apprentices) have the legal right to make a request for changes to their hours of work, days of work or place of work providing:
- you have been employed by your employer for at least 26 weeks by the time you make your request, and
- you have not made a request for flexible work in the last twelve months (whether it was granted or refused).

You are still employed during maternity, paternity or periods of parental leave, so any weeks of leave count towards your continuous employment.

**What changes to my work can I ask for?**

You can ask to change your hours of work, your days of work or your place of work of your present job. Your employer is not expected to find you a different job.

This means you can ask to work part-time, flexi-time, term-time only or on hours or shifts that fit with your childcare. You can also ask to work at home.

**Can my employer refuse my request?**

Your employer must give your request serious consideration. All employers have a duty to consider requests in a reasonable manner (see ‘How to ask for child-friendly working hours’ below).

Your employer can only refuse your request for one of the following business reasons:

- the burden of additional costs
- the detrimental effect on the ability to meet customer demand
- they are unable to reorganise the work among existing staff
- they are unable to recruit additional staff
- the detrimental effect on quality
- detrimental effect on performance
- there is not enough work during the periods the employee wants to work, or
- planned structural changes.

Your employer must also explain why that reason applies in your circumstances. Remember: under the regulations your employer must consider how you can do your present job in the way that you have requested. They are not expected to find you another part-time job.

Note: This right is in addition to the law on sex discrimination – see later in this information sheet. There are many similarities between the two rights and both will apply so you may have a claim under both.

**How to ask for child-friendly working hours**

**When should I ask to change my working hours?**

There are no hard and fast rules on when to ask but you will need to give your employer time to consider your application and time to make any changes necessary, for example, to recruit a jobshare partner. If you ask to change your hours under the right to request flexible work your employer must consider your request in a reasonable manner and must provide a decision within three months of the date of your application unless you and your employer agreed to a longer period.
How do I make an application?
To ask for child-friendly working hours you must make an application in writing and you MUST include all of the following:

- State that this is an application for flexible work.
- State the working pattern you are asking for and the date you want it to start.
- Explain what effect, if any, you think the new working pattern would have on your employer and how you think it could be dealt with.
- State whether you have asked before and, if so, when.
- Sign and date the application.

Your application can be made by letter, fax or email and you should keep a copy. Your employer may have a standard form for making an application, so you should check. Alternatively, you could use the government application form: Form FW(A) available www.gov.uk/government/publications/the-right-to-request-flexible-working-form. This form includes an acknowledgment slip for your employer to return to you confirming that they have received your application.

Your application is ‘made’ on the date your employer receives it. If it is made by email, it is taken as received on the same day. If it is made by post, it is taken as having been delivered in the ordinary course of post.

How much information do I have to give about the effect of the changes and how it could be dealt with?
You should think about what will happen on the days when you are not at work and how any problems could be overcome. You probably know your job better than anyone else so think about how the new working pattern could work. For instance, is there someone else who does the same job as you who can cover? If not, you could suggest that your employer takes on another part-timer or jobshare partner.

What happens when my employer receives the application?
Your employer must consider your request in a reasonable manner. This usually means that your employer should meet with you to discuss your application, provide a decision within a reasonable period and allow you to appeal if the employer refuses your request. You are allowed to have a work colleague with you at the meeting and appeal and you should notify your employer if you will be accompanied.

Your employer must provide a decision within three months of the date of your application unless you and your employer agree to a longer period.

ACAS have provided guidance for employers on how to handle requests in a reasonable manner and a Code of Practice on handling requests which may be useful to show to your employer, see www.acas.org.uk/index.aspx?articleid=1616

What happens if I cannot attend the meeting?
You should notify your employer and ask to rearrange the meeting. Your employer should allow it if you have a good reason such as illness or childcare difficulties. If you do not attend two meetings or appeals your employer is entitled to consider your application as withdrawn.

What if my employer needs more time to consider my request?
If either you or your employer would like more time to reach a decision you can both agree to an extension of the time period.

My maternity leave ends soon and my employer has not made a decision. What can I do?
You could contact your employer and send a copy of this leaflet, pointing out that the matter is now urgent and that you are entitled to receive a decision within three months of the date of your application for flexible work

If all attempts to contact your employer have failed you could write to your employer (keep a copy), giving details of previous communications or attempts to contact them and ask for an urgent decision with a deadline for replying e.g. seven days.

If you are not happy with the way you have been treated you can write to your employer or ask to make a formal complaint by using your employer’s grievance procedure. If your employer has not complied with the regulations you can make a complaint in an employment tribunal within three months (less one day), see below for more information.

If you are on maternity leave and cannot go back to work because of your employer’s failure to deal with your request in time, you should write to your employer and let them know that you are still planning to come back to work but it is impossible to do so as they have not given you a decision. See next section for more suggestions on what to do next.

I returned to work full-time for a year after maternity leave but cannot continue because my parents can no longer help out with childcare. Can I now ask my employer if I can reduce my hours?
Yes, the right to ask for flexible work applies at any time but you can only make one request a year. If you have already made one request you would have to ask again under sex discrimination law which allows you to make any number of requests per year – see section below. Sex discrimination law applies at any time if you are disadvantaged because of your childcare responsibilities. You have the right to have your request seriously considered and to be given full reasons for refusing. However, you would need to show why you are now disadvantaged by your old working pattern i.e. have a good reason for asking to change your hours.

What to do next
If my employer agrees, when does the new arrangement start?

If your employer agrees to your request at the outset, they must write to you confirming the new arrangement and the date on which it will start.

The new arrangement should start on the date agreed between you and your employer. This will usually be the date you asked to start the new arrangement, which could be the day you go back to work after maternity leave. It should not be backdated to the date you made the application. Your terms and conditions, such as pay and leave, will remain the same until the date the new arrangement starts when they will be pro-rated to reflect your new working pattern. For example, if you used to work full time, your annual leave will be based on your full time hours up until the date that your full-time contract ends even if you were on maternity leave during that period. Your annual leave will be pro-rated according to the part-time hours agreed with your employer from the start of your part-time contract.

Your length of employment should continue from when you first started work for your employer (including any periods on maternity leave). If you are given a new contract make sure it does not state that your employment begins from the date of the new working arrangement.

What can I do if my employer refuses my request?

Your employer should allow you to appeal a decision to refuse your request so that you can discuss any misunderstandings or explore other possibilities in relation to your working hours. You can appeal for any reason, including where you do not agree with your employer’s decision.

You must write to your employer stating your reasons for appealing and sign and date the letter. Your employer should hold a meeting to discuss your appeal and should provide a final decision within the decision period of three months from the date of your initial application.

How do I know if my employer had a good reason to refuse my request?

It will largely depend on the circumstances of your work. If your new working pattern would cause major problems then your employer may be justified in refusing. If you bring a claim for indirect sex discrimination, an employment tribunal would decide whether your employer did have a good reason to refuse – see next question. There have been many tribunal cases under sex discrimination law in the last few years and many of the reasons given by employers are not seen as justifiable - see the section on sex discrimination law below.

You can get further advice on your employer’s reasons for refusing from your trade union representative, local Citizens Advice Bureau or from one of the organisations listed at the end of this factsheet. If you want advice on whether you might have a legal claim you should see a specialist employment lawyer.

For more information on dealing with disputes at work, see Dealing with problems at work.

What can I do if I don’t think my employer had a good reason to refuse my request?

If possible, you should continue trying to talk to your employer to try to resolve it and explore all the possibilities. If you think that you are no longer going to be able to resolve it by talking to your employer you could write to your employer or ask to make a formal complaint or use your employer’s grievance procedure.

If you cannot resolve it and you are thinking of making a claim in an employment tribunal you must contact ACAS (see Where to go for more help) for Early Conciliation. If you still cannot reach agreement, you could consider the following:

Claims under the flexible work regulations

Under the right to ask for flexible work you can only make a claim in an employment tribunal for a few limited reasons, including:

- Your employer failed to consider your request in a reasonable manner (for example, they did not give you a decision within three months or they refused your request for a reason that is not included in the regulations, see page 1 for the statutory reasons for refusing).
- Your employer rejected your request based on incorrect facts,
- Your employer wrongly treated your application as withdrawn.

You must make a complaint within three months (less one day) of the date your request was rejected or withdrawn or three months (less one day) from the date your employer should have decided your application. You cannot make a complaint until you have received your employer’s decision or the three month period for making a decision has expired.

If you make a tribunal claim under the right to request regulations the tribunal will not look at whether the employer was justified in refusing your request unless you can show that your employer got the facts wrong. For claims under the flexible work regulations the tribunal can order your employer to reconsider your application and can award up to eight weeks pay in compensation, capped at £489 per week (April 2017 – April 2018).

Claims for indirect sex discrimination

Under sex discrimination law, you can make a claim in an employment tribunal if you have a good reason for asking for reduced hours and your employer refuses your request without a good business reason. The tribunal will look carefully at your employer’s reasons for refusing your request and whether they were justified in refusing. They can also award unlimited compensation for loss of pay (if you had to leave your job) and for injury to feelings.

YOU MUST MAKE A TRIBUNAL CLAIM WITHIN THREE MONTHS (LESS ONE
DAY) OF THE REFUSAL. The three month time limit applies for requests under the flexible work regulations and claims for discrimination. Before making a tribunal claim you should try to solve it informally and, if necessary, raise a formal grievance with your employer.

You MUST contact ACAS Early Conciliation if you are thinking of taking a case to an employment tribunal. See Where to go for more help.

For more information on bringing a tribunal claim, see Dealing with problems at work.

Your rights under sex discrimination law

What are my rights under sex discrimination law?
There isn’t an absolute legal right to change your working pattern but if you need to change the way you work because of your childcare responsibilities, your employer must seriously consider your request and look at how you can do your old job in a way that meets your childcare needs. Your employer can only refuse if they have a good business reason.

It may be indirect sex discrimination if an employer refuses a woman’s request to change her working pattern.

If a man’s request to change his working pattern is refused but women in the company have been granted the changes they requested, he may be able to make a claim for direct sex discrimination.

Your employer will only know if they have a good reason for refusing your request by giving it a lot of thought. For example, refusing to even consider your request or having a policy of refusing part-time work would probably be seen as sex discrimination by an employment tribunal. An employer must consider each individual request in order to avoid discriminating against a woman or man with childcare responsibilities. People often assume that a job has to be done full-time or at certain fixed times of day. But, if you and your employer look carefully at your job you may be able to work out a more child-friendly option – perhaps one that neither of you had considered before.

Does this apply to me?
Yes, the Equality Act 2010 applies to all employers. You can make a claim if you are an employee, worker, agency worker, trainee, apprentice or a job applicant.

If you are claiming indirect sex discrimination you will have to show that you would be disadvantaged by not being allowed to work the child-friendly hours you need to. In other words, you must have a good reason for asking to work differently – just as an employer must have a good reason for refusing.

Examples of a good reason might be:
- You can’t find or afford full-time childcare.
- You can’t find or afford childcare outside the hours of 9am and 5pm, Monday to Friday.
- You have to be there when your child or children come home from school.
- Your parent or relative cannot look after your child full-time.
- You are suffering severe stress from working long hours
- You are distressed or disadvantaged by having to work your old hours.

Summary of sex discrimination claims

Direct Sex Discrimination
If a man is refused part-time work or changes to his working hours, he may have a claim for direct discrimination because of sex under the Equality Act (section 13) if his employer allows a woman to work part-time or reduce her working hours but not a man.

Indirect Sex Discrimination
If a woman is refused part-time work or changes to her working hours and she is unable to work the hours requested by her employer, she may have a claim for indirect discrimination because of sex under the Equality Act 2010 (section 19). It is indirect sex discrimination if:
- there is a working practice (such as requiring full-time work or giving better benefits to full-time workers) and
- far fewer women than men are able to work in that way and
- it is to the woman’s detriment or puts her at a disadvantage, and
- the employer cannot show that the working practice is justifiable.

Do I have to make a formal application to ask for child-friendly working hours under sex discrimination law?
No, there is no specific application procedure under sex discrimination law so you should first make your request under the right to request flexible work – see How to ask for child-friendly working hours. If your request is refused you should get advice about bringing a claim in an employment tribunal under both rights because under sex discrimination law the tribunal will look closely at whether your employer had good reasons for refusing and you can receive higher compensation – see What to do next.

What counts as a good reason for refusing a request?
As flexible working hours have become much more common and widespread, many of the reasons given for refusing are not accepted by employment tribunals. There have been a lot of cases on indirect sex discrimination over the past few years. You should bear in mind that employment tribunal decisions do not have to be followed by other tribunals but they might give you an idea of the types of claims that have been successful – or for the ones that have not been successful see below. You should get legal advice on your individual circumstances.

“There are no part-time vacancies”
This is NOT a good reason. To avoid discrimination, an employer must seriously consider every request from a woman asking to work different hours because of her childcare responsibilities. A blanket
policy of not having part-time work is likely to be seen as discriminatory in itself. Also, your employer should be looking at how you can do your present job on a part-time or more flexible basis, not looking for other part-time work. The reasons for not offering part-time work must be carefully considered. For example, if there is too much work for a part-timer, your employer could recruit a job-share.

Mrs G wanted to start job-sharing after her maternity leave. The company said this was not possible for someone at her level and ruled out any other options. Mrs G resigned and the employment tribunal said there had been indirect sex discrimination and awarded her £35,000. *Given v Scottish Power plc (1995)*

**“The job is too senior”**
Again, this is not a good reason. To avoid discrimination, an employer must seriously consider any woman’s request to work flexibly, no matter how senior. Some organisations now have very senior people who job-share.

Ms S worked as cabin crew for an airline. A full-time roster required her to work 22 days a month. After her maternity leave she asked to work a fixed roster of 11 days a month owing to the difficulty of finding nursery care because of the unusual hours that she worked. Her employer refused her request as they said they had too many employees already working fixed shifts. The employment tribunal said that this amounted to indirect sex discrimination as she was disadvantaged by the refusal to provide her with fixed shifts. *Seville v Flybe 2016*

**“Last minute overtime is an essential part of the job”**
If you can no longer do last minute overtime, or any overtime, your employer should look at other options such as a job-share or ‘on call’ rota. By looking at your job carefully you and your employer may find that the overtime you do is not essential or that the overtime you do is quite regular and predictable and you may be able to plan your childcare around it.

Mr W was a designer. She asked to reduce her hours after returning from maternity leave, working from home after 6pm in the evenings, with occasional visits to the office. Her employer said that she could reduce her hours but refused her request to work from home on the basis that she needed to work face-to-face with the team of designers and they sometimes needed to change designs at short notice which would be difficult if she was working at home in the evenings. Mrs W resigned and claimed indirect sex discrimination and constructive unfair dismissal but her claims were unsuccessful.

Mrs W resigned and claimed indirect sex discrimination and constructive unfair dismissal but her claims were unsuccessful. The employment tribunal found that the employer was justified in refusing her request as they had seriously considered her request but found that it would be harmful and inconvenient for the business. *Whiteman v CPS Interiors Ltd ET/2601103/2015*

**“It is too expensive”**
To make this argument stick, your employer needs to show that the sums add up. In fact, this may not be the case as National Insurance costs are no higher for part-timers, because they are worked out as a percentage of salary, and your employer may not have to buy extra equipment if part-timers and job-sharers share desks, computers etc. Your employer also needs to take into account the financial benefits of having flexible workers, for example, flexible cover if someone is off sick or on holiday.

Ms S worked as an Executive Secretary for an investment bank. After maternity leave she asked to move from full-time work to working three days in the office and one day at home. She was a single parent but her family could look after her child for three days and she could pay for a nursery for one day. Her employer refused her request as they said it would be detrimental to clients and would put added pressure on colleagues. They discussed a number of compromises but her employer thought they were all unsuitable.

Mrs W was a designer. She asked to reduce her hours after returning from maternity leave, working from home after 6pm in the evenings, with occasional visits to the office. Her employer said that she could reduce her hours but refused her request to work from home on the basis that she needed to work face-to-face with the team of designers and they sometimes needed to change designs at short notice which would be difficult if she was working at home in the evenings. Mrs W resigned and claimed indirect sex discrimination and constructive unfair dismissal but her claims were unsuccessful. The employment tribunal found that the employer was justified in refusing her request as they had seriously considered her request but found that it would be harmful and inconvenient for the business. *Whiteman v CPS Interiors Ltd ET/2601103/2015*

**“Continuity is crucial”**
Employers sometimes refuse part-time work or job-sharing because they need someone who can provide “continuity”. But by looking at the job carefully, you and your employer may be able to think of practical ways around this. When one employer used this argument to say two receptionists couldn’t job-share, the chairman of the employment tribunal said the problem could be overcome ‘by the simple means of a notepad’!

Ms S worked as a designer. She asked to reduce her hours after returning from maternity leave, working from home after 6pm in the evenings, with occasional visits to the office. Her employer said that she could reduce her hours but refused her request to work from home on the basis that she needed to work face-to-face with the team of designers and they sometimes needed to change designs at short notice which would be difficult if she was working at home in the evenings. Mrs W resigned and claimed indirect sex discrimination and constructive unfair dismissal but her claims were unsuccessful. The employment tribunal found that the employer was justified in refusing her request as they had seriously considered her request but found that it would be harmful and inconvenient for the business. *Whiteman v CPS Interiors Ltd ET/2601103/2015*

An employer would be justified in refusing flexible work if there were good business reasons and there was no alternative solution. Employers are expected to take account of technological advances e.g. to look at whether you can work from home and they would be expected to consider your request properly as well as any compromises you suggest.

Here are some recent employment tribunal cases which found that the employer was justified in refusing a request.

**“We can’t find a jobshare partner”**
Your employer would need to show that they had made reasonable efforts to recruit inside and outside the organisation. They would also need to show that there would be particular difficulty in finding a jobshare partner, for example, the job was highly skilled and it would be particularly difficult to get someone else to do the work part-time or jobshare. Otherwise, there may not be a good reason why you could not go part-time while your employer looks for a jobshare partner.

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**“There are too many staff working fixed shifts”**
Employers must consider the impact of requiring employees with childcare responsibilities to work certain shift patterns.

Mrs W was a designer. She asked to reduce her hours after returning from maternity leave, working from home after 6pm in the evenings, with occasional visits to the office. Her employer said that she could reduce her hours but refused her request to work from home on the basis that she needed to work face-to-face with the team of designers and they sometimes needed to change designs at short notice which would be difficult if she was working at home in the evenings. Mrs W resigned and claimed indirect sex discrimination and constructive unfair dismissal but her claims were unsuccessful. The employment tribunal found that the employer was justified in refusing her request as they had seriously considered her request but found that it would be harmful and inconvenient for the business. *Whiteman v CPS Interiors Ltd ET/2601103/2015*

**What sort of reasons might an employment tribunal accept for refusing a request?**
the refusal to work part-time as she would have been better off financially working full-time. Smith v Gleacher Shacklock LLP ET/2202747/2015

Frequently asked questions

My maternity leave ends in three weeks and my request has been refused. What can I do?

In order to extend your time at home while you make other arrangements or in order to gain some temporary time off while you decide what to do, you could consider:

• Taking annual leave, either a day or more a week, or in a block at the end of your maternity leave. Any annual leave should be agreed with your employer in the normal way and it is a good idea to confirm in writing the dates on which you are ending maternity leave and taking annual leave. All employees are entitled to at least 28 days, pro rata for part time staff, paid leave a year. Annual leave continues to accrue during ordinary and additional maternity leave.

• Parental leave. You can take up to four weeks parental leave a year (up to a maximum of 18 weeks before your child’s 18th birthday). Your partner could also take some parental leave to help out with childcare. Unfortunately, parental leave is usually unpaid. In order to take parental leave you will need to give 21 days’ notice. For more information, please see Time off for working parents.

If you are unable to negotiate a successful outcome you should not go ‘absent without leave’ as your employer could take disciplinary action against you or treat it as grounds for dismissal. If you are able to return to work on your old hours, for example, full time, you should make it clear (preferably in writing) that you are doing so “under protest” and that you need a decision as a matter of urgency. However, you should note that if you return to work on a full-time basis you may find it difficult to bring a case of indirect sex discrimination later on because you have to prove why you are now disadvantaged by having to work full-time because of your childcare.

If you are forced to resign, you should give your employer the notice of resignation required by your contract. If possible, you should seek legal advice on whether you have a case under the right to request flexible working or under sex discrimination law before resigning.

My employer agreed to let me work part-time but I would now like to increase my hours. Can I go back to my full-time job?

No; not without your employer’s agreement. Once you and your employer have agreed to a new working arrangement it is a permanent change in your contract and you do not have the right to return to a full-time contract unless this was agreed in advance or you and your employer agree on an increase in hours.

I am not sure if I will be able to manage on a lower salary. Is there any help I can get?

Once your baby is born you can claim Child Benefit. Families will be subject to a Child Benefit high earner charge if one or more parent earns over £50,000.

You may be able to claim Child Tax Credit and/or Working Tax Credit depending on your family income. For more information and an application form, telephone the Tax Credit Helpline on 0345 300 3900.

If you or your partner are receiving Income Support, income-based Jobseekers Allowance or Child Tax Credit you may be entitled to a Sure Start Maternity Grant of £500 for your first child (or if there are no other children aged under 16 in your family) or first multiple birth. Claim on form SF100 (Sure Start), available from Jobcentre Plus offices, from 11 weeks before the baby is due until 3 months after the birth.

Income support, housing benefit, JSA and tax credits will gradually be replaced with Universal Credit.

For more information on benefits see Money for Parents and Babies.

What about help with childcare costs?

If you qualify for Working Tax Credit (see above) or Universal Credit you may also be able to get help with the costs of your registered childcare from the childcare element (to pay for a registered childminder, nanny, nursery, playscheme or out-of-school club).

For more information on help you can get with childcare costs see:
https://www.childcarechoices.gov.uk/
https://www.gov.uk/help-with-childcare-costs

To work out what will be best for you see:
https://www.gov.uk/childcare-vouchers-better-off-calculator
https://www.gov.uk/childcare-calculator

Where to go for more help

Maternity Action
Maternity Rights Advice Line - advice on maternity and parental rights and benefits www.maternityaction.org.uk
Helpline 0808 802 0029

ACAS
For advice on employment rights or for Early Conciliation if you are thinking of making a tribunal claim www.acas.org.uk
Helpline: 0300 123 11 00 (offers telephone interpreting service)

See ACAS guidance on requesting flexible work and the Code of Practice on handling requests www.acas.org.uk/index.aspx?articleid=1616
Citizens’ Advice
For information about your rights and to find details of local advice bureau, visit [https://www.citizensadvice.org.uk/](https://www.citizensadvice.org.uk/).
Factsheets available in English, Welsh, Bengali, Gujarati, Punjabi, Urdu and Chinese
The CAB is currently developing a national advice phone service. If you live or work in Wales call 0844 477 20 20. For England, call 0844 111 444 or check your local bureau’s contact details as it is not available in all areas yet. [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

Civil Legal Advice
If you are eligible for legal aid you can get free legal advice on 0345 345 4 345 (offers translation service). To check your eligibility see [www.gov.uk/civil-legal-advice](http://www.gov.uk/civil-legal-advice).
To search for specialist legal advisers or solicitors in your area see [find-legal-advice.justice.gov.uk](http://find-legal-advice.justice.gov.uk)

Equalities and Human Rights Commission (EHRC)
For information and advice about discrimination law see [www.equalityhumanrights.com](http://www.equalityhumanrights.com)
Lawyers can get specialist help with discrimination claims from the EHRC Lawyers Referral Helpline 0161 829 8407.

Equality Advisory Support Service
Helpline: 0808 800 0082
Textphone: 0808 800 0084
Mon.- Fri. 9am – 7pm, Sat. 10am – 2pm

GOV.UK
The government’s online information service [www.gov.uk](http://www.gov.uk)

JobCentre Plus Claim Line
Telephone benefit claims, including Maternity Allowance, 0800 055 6688 Mon.– Fri. 8am – 6pm

Insolvency Service Helpline
What you can claim when your employer goes out of business: [www.gov.uk/your-rights-if-your-employer-is-insolvent/claiming-money-owed-to-you](http://www.gov.uk/your-rights-if-your-employer-is-insolvent/claiming-money-owed-to-you)

National Insolvency Unit Helpline
0300 678 0015/0017
Companies House 0303 1234 500
Redundancy payments enquiry line 0330 331 0020
Payments of SMP/SAP/SPP/ShPP or Statutory Sick Pay 03000 560 630

HMRC Tax Credit Helpline
For information and claims for Child Tax Credit and Working Tax Credit (including help with registered childcare costs) for working and non-working families.
Helpline: 0345 300 3900

HM Revenue & Customs
For queries about SMP, SAP, SPP and Statutory Sick Pay see [www.gov.uk/government/collections/statutory-sick-pay](http://www.gov.uk/government/collections/statutory-sick-pay)
For detailed guidance on employers paying SMP, SAP, SPP and Statutory Sick Pay see [www.gov.uk/government/collections/statutory-pay](http://www.gov.uk/government/collections/statutory-pay)

Statutory Payments Dispute Team
Claims for Statutory Maternity, Paternity and Adoption Pay when employer is insolvent or refuses to pay.
Room BP 3202, Benton Park View, Longbenton, Newcastle upon Tyne, NE98 1YS.
Tel. No. 03000 560 630

Working Families
For information and advice on benefits and rights at work, see [www.workingfamilies.org.uk](http://www.workingfamilies.org.uk)
Helpline 0300 012 0312

Your Employment Settlement Service
For advice and help with settling disputes at work, including 15 minutes free advice, see [www.yesslaw.org.uk](http://www.yesslaw.org.uk)
Tel. 020 3701 7530/7531

This information sheet was produced by Maternity Action in March 2017. It is always important to get up-to-date advice.

More Maternity Action information sheets

Rights during pregnancy and maternity leave
- Pregnant at work
- Pregnancy discrimination
- Discrimination during maternity leave and on return to work
- Resigning during pregnancy and maternity leave
- Keeping in touch days
- Pregnant during maternity leave (when you are expecting again)
- More than one job — your maternity rights and benefits
- Shared parental leave and pay
- Premature births — rights to maternity leave and pay
- Miscarriage, stillbirth and neonatal death — rights to time off and pay for parents
  - Maternity pay and benefits
  - Maternity pay questions
  - Money for parents and babies
  - Benefit and tax credit rates
  - Asking to change your working hours
- Child-friendly working hours
  - Redundancy, dismissal and discrimination
Dealing with problems at work
Redundancy during pregnancy and maternity leave
Redundancy – additional questions
Pregnancy discrimination
Discrimination during maternity leave and on return to work
Health and safety, breastfeeding and sickness
Sickness during pregnancy and maternity leave
Health and safety during pregnancy and on return to work
Postnatal depression and depression during pregnancy – your maternity rights and benefits (Coming Soon)
Breastfeeding on return to work
Breastfeeding in public places
Breastfeeding while out and about – taking action
Apprentices, agency workers and zero hours contracts
Apprentices – maternity rights and benefits
Agency workers – maternity rights and benefits
More than one job – your maternity rights and benefits
Zero hours contracts – maternity and parental rights
Fathers and partners, including same sex partners
Rights at work for fathers and partners
Shared parental leave and pay
Shared parental leave for adoptive parents
Time off for working parents
Child-friendly working hours
Dealing with problems at work
Adoption or surrogacy
Adoption leave and pay – rights for parents
Surrogacy arrangements – time off and pay for parents
Shared parental leave for adoptive parents
Coming from abroad – maternity rights and benefits
Indefinite leave to remain, right of abode and UK citizens – maternity rights and benefits
Charging for NHS maternity care
NHS care for women from abroad
(England)
NHS care for women from abroad
(Scotland, Wales and Northern Ireland)
Indefinite leave to remain, right of abode and UK citizens – entitlement to NHS maternity care
Polish language guides to maternity and parental rights
Ciąza i uprawnienia macierzyńskie dla pracownic z Polski
Pregnancy and maternity rights for Polish workers (in English)
Karmienie piersia w miejscach publicznych
Brestfeeding in public places (in English)
Uprawnienia w pracy dla ojców i partnerów polskich
Rights at work for Polish fathers and partners (in English)
Spanish language guides to maternity rights and benefits
Derechos por embarazo y maternidad de las mujeres trabajadoras de habla hispana
Pregnancy and maternity rights for Spanish speaking workers (in English)
Información para mujeres de habla hispana sobre ayudas económicas para progenitores y bebés
Money for parents and babies for Spanish speakers (in English)
Portuguese language guides to maternity rights and benefits
Gravidez e direitos de maternidade para trabalhadoras que falam portugues
Pregnancy and maternity rights for Portuguese speaking workers (in English)
Auxílio financeiro para pais e bebés que falam português
Money for parents and babies for Portuguese speakers (in English)