More examples of the design variants we tested and changed in our prototypes based on user testing
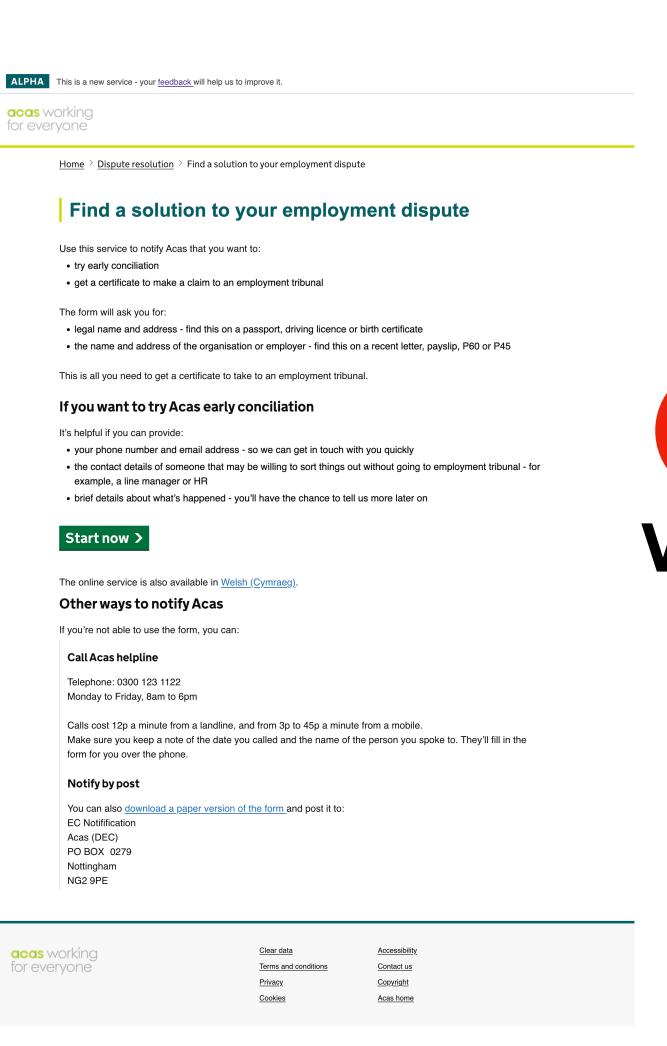
Design iteration based on research
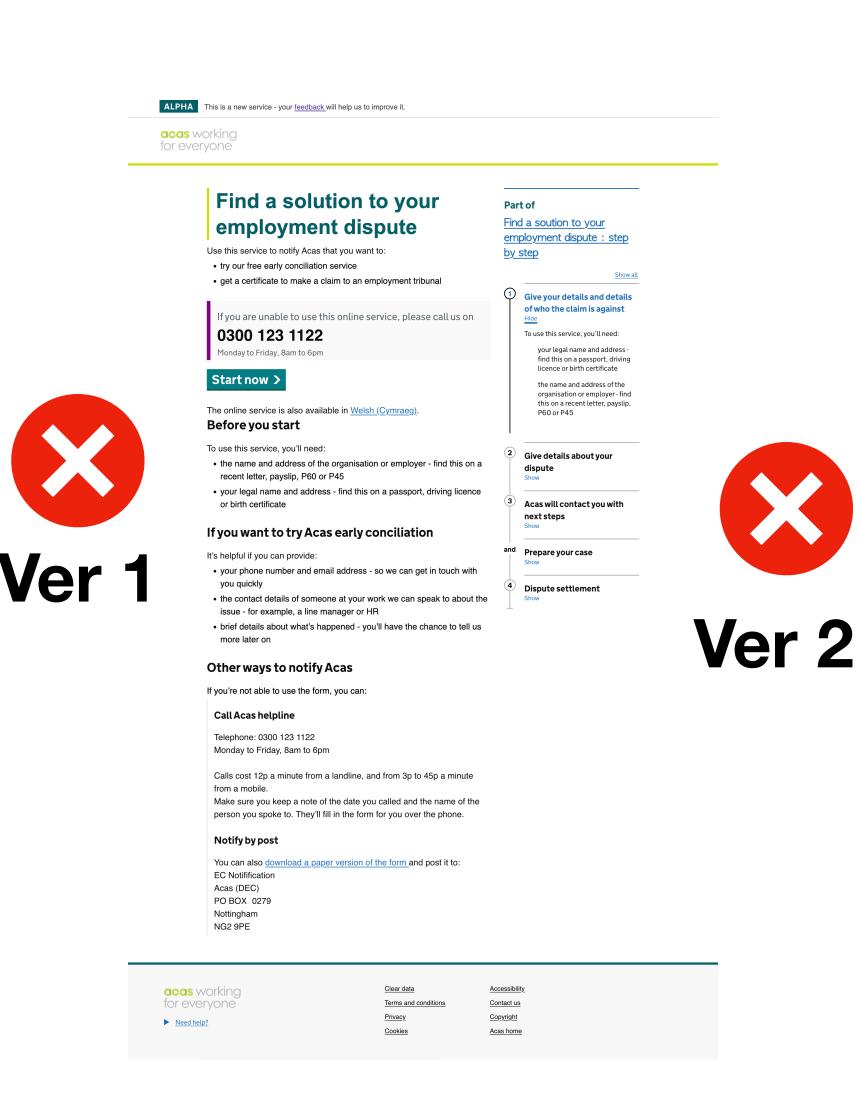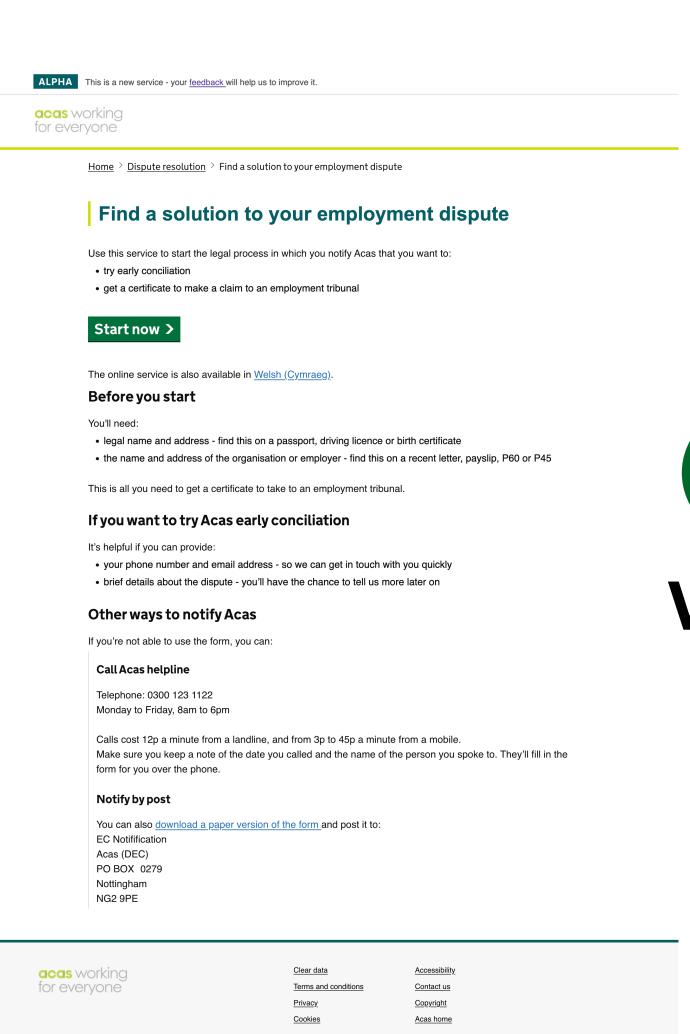
Start page

We tried 3 variations of the start page and asked users to compare and let use know which version they preferred and why.

We tried and tested 3 version of the start page

Version 3 was preferred. In comparison they said it was less over whelming & users liked the start now button higher up in the page.

Ver 1

ALPHA This is a new service - your feedback will help us to improve it.

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Home > Dispute resolution > Find a solution to your employment dispute

Find a solution to your employment dispute

Use this service to notify Acas that you want to:
- try early conciliation
- get a certificate to make a claim to an employment tribunal

The form will ask you for:
- legal name and address - find this on a passport, driving licence or birth certificate
- the name and address of the organisation or employer - find this on a recent letter, payslip, P60 or P45

This is all you need to get a certificate to take to an employment tribunal.

If you want to try Acas early conciliation

It's helpful if you can provide:
- your phone number and email address - so we can get in touch with you quickly
- the contact details of someone that may be willing to sort things out without going to employment tribunal - for example, a line manager or HR
- brief details about what's happened - you'll have the chance to tell us more later on

Start now >

The online service is also available in Welsh (Cymraeg).

Other ways to notify Acas

If you're not able to use the form, you can:

Call Acas helpline

Telephone: 0300 123 1122
Monday to Friday, 8am to 6pm

Calls cost 12p a minute from a landline, and from 3p to 45p a minute from a mobile.
Make sure you keep a note of the date you called and the name of the person you spoke to. They'll fill in the form for you over the phone.

Notify by post

You can also download a paper version of the form and post it to:
EC Notification
Acas (DEC)
PO BOX 0279
Nottingham
NG2 9PE

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Ver 2

ALPHA This is a new service - your feedback will help us to improve it.

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Find a solution to your employment dispute

Use this service to notify Acas that you want to:
- try our free early conciliation service
- get a certificate to make a claim to an employment tribunal

If you are unable to use this online service, please call us on
0300 123 1122
Monday to Friday, 8am to 6pm

Start now >

The online service is also available in Welsh (Cymraeg).

Before you start

To use this service, you'll need:
- the name and address of the organisation or employer - find this on a recent letter, payslip, P60 or P45
- your legal name and address - find this on a passport, driving licence or birth certificate

If you want to try Acas early conciliation

It's helpful if you can provide:
- your phone number and email address - so we can get in touch with you quickly
- the contact details of someone at your work we can speak to about the issue - for example, a line manager or HR
- brief details about what's happened - you'll have the chance to tell us more later on

Other ways to notify Acas

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Part of
Find a soution to your employment dispute : step by step

Show all

1. **Give your details and details of who the claim is against**
   Hide
   To use this service, you'll need:
   - your legal name and address - find this on a passport, driving licence or birth certificate
   - the name and address of the organisation or employer - find this on a recent letter, payslip, P60 or P45

2. Give details about your dispute
   Show

3. Acas will contact you with next steps
   Show

and Prepare your case
   Show

4. Dispute settlement
   Show

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Ver 3

ALPHA This is a new service - your feedback will help us to improve it.

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Home > Dispute resolution > Find a solution to your employment dispute

Find a solution to your employment dispute

Use this service to start the legal process in which you notify Acas that you want to:
- try early conciliation
- get a certificate to make a claim to an employment tribunal

Start now >

The online service is also available in Welsh (Cymraeg).

Before you start

You'll need:
- legal name and address - find this on a passport, driving licence or birth certificate
- the name and address of the organisation or employer - find this on a recent letter, payslip, P60 or P45

This is all you need to get a certificate to take to an employment tribunal.

If you want to try Acas early conciliation

It's helpful if you can provide:
- your phone number and email address - so we can get in touch with you quickly
- brief details about the dispute - you'll have the chance to tell us more later on

Other ways to notify Acas

If you're not able to use the form, you can:

Call Acas helpline

Telephone: 0300 123 1122
Monday to Friday, 8am to 6pm

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Reasons for dispute page

We tried 2 variations, one with checkboxes and another with radio buttons. Users preferred the radio buttons version as it made think as to what was the main reason for dispute instead of checking multiple reasons with out giving it too much taught and using it like a shopping cart.

Different versions of the page for reasons for dispute

Users preferred the version with the radio button as it made them think as to what was the main reason for dispute.

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What is the reason for your dispute? (optional)

Please select the main reasons for the dispute. You will asked relevant questions based on what you select after you save and continue.

☐ Wages owed or holiday pay
Claimant could be owed money instead of holiday, or the employer hasn't paid the claimant , or has taken money from the claimant's wages without good reason. Read more about wages owed or holiday pay (opens in a new window or tab).

☐ Redundancy pay
Claimant could be owed money if the employer didn't follow the right process, including collective consultation and giving the right notice periods and pay. Claimant must have 2 years service to make this cliam. Read more about redundancy pay (opens in a new window or tab).

☐ Discrimination
Claimant could make claim if there has been a case of discrimination based on disability, age, race, religion & belief, sex, marriage, gender reassignment, and or sexual orientation. Read more about discrimination (opens in a new window or tab).

☐ Wrongful dismissal
Wrongful dismissal is a claim for a breach of the employment contract. The most common breach is where the employer dismissed the employee without notice or with less than the minimum notice period. Read more about wrongful dismissal (opens in a new window or tab).

☐ Unfair dismissal
If the claimant thinks that the dismissal was unfair , than the claimant might be able to challenge it. Claimant must have 2 years service to make this cliam. Read more about unfair dismissal (opens in a new window or tab).

☐ Constructive dismissal
Constructive dismissal occurs when an employee resigns as a result of the employer creating a hostile work environment. Since the resignation was not truly voluntary, it is, in effect, a termination. Claimant must have 2 years service to make this cliam. Read more about constructive dismissal (opens in a new window or tab).

☐ Equal pay
Claimant could be owed money if could they feel that their employer has failed to provide equal pay. Read more about equal pay (opens in a new window or tab).

☐ Whistleblowing
Whistleblowing needs to relate to a Public Interest Disclosure (i.e. they raised a concern that was in the public interest) Read more about whistleblowing (opens in a new window or tab).

☐ Others

[Save and continue]

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What is the reason for your dispute? (optional)

Please select the main reason for the dispute. If you need to add another reason for dispute, after you save and continue you can use "Add another reason for dispute" button to another reason.

◯ Wages owed or holiday pay
Claimant could be owed money instead of holiday, or the employer hasn't paid the claimant , or has taken money from the claimant's wages without good reason. Read more about wages owed or holiday pay (opens in a new window or tab).

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◯ Others

[Save and continue]

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