

Refugee Resource

Advice for refugees, asylum seekers and vulnerable migrants.

Case Study provided by advice worker:

Background:

Client lives in privately rented accommodation with his teenage son. He works at a large factory outlet. His English is not as good as he would like, and he feels that he is being discriminated at work due to his ability to speak and understand the language. He also has panic attacks when stressed and suffered one at work. His property is also poorly maintained and there is a leak in the roof. Client wanted to know what his rights were at work and also wanted to know how he can get his home repaired.

Advice given, and action taken:

Explained the scope of discrimination law at work and that it does not include the ability to speak a particular language. However, being treated fairly and with dignity at work should be the norm and his staff handbook should explain how this is done in the workplace. A week or so later he had a panic attack at work and was off sick. Advised client what he should expect management to do to accommodate his needs on his return. Client was pleased to know that he should be able to return and be treated with a level of flexibility, which was the case.

Client had asked his letting agency to repair the leak in the roof but they had failed to do so. Advised the client to contact the City Council's Private Tenancy Safety Team and tell them what he has done so far to resolve the issue and what his letting agency had done. The Council got involved and the letting agency agreed a plan of action to repair the roof.

Actual or expected outcomes for the client:

The client returned to work and management did a needs assessment and a plan to adapt his work to suit her needs. The roof was due to be repaired within a month. The client also arranged to have a local mentor (through Refugee Resource) to help him talk through his issues.