

UCU Casework Principles – University of Greenwich

Member-Centred Support

Every case is approached with respect, empathy, and a commitment to empowering members to make informed decisions.

Confidentiality & Privacy

All information is confidential. Caseworkers store documents securely, use UCU Gmail accounts, Teams for calls, avoid personal mobiles, and declare conflicts of interest.

Gender-Appropriate Caseworker Allocation

In sexual misconduct or harassment cases, caseworkers must match the member's gender unless the member requests otherwise.

Membership Qualification

Members need 3 months' membership for full support. Newer members receive a one-off Teams call; issues predating membership cannot be supported.

Member Empowerment

Caseworkers help members understand rights, options, and processes, encouraging self-advocacy where appropriate.

Clear & Respectful Communication

Caseworkers respond promptly but not instantly or outside business hours.

Procedural Fairness & Equality

Caseworkers uphold fairness, monitor adherence to procedures, and challenge discriminatory practice.

Collaboration & Solidarity

Casework is collective; colleagues and regional staff may be consulted, with learning shared appropriately.

Realistic Expectations

Caseworkers provide honest advice, make no guarantees, and avoid legal interpretation.

Sustainable & Ethical Practice

Caseworkers maintain boundaries, seek support, engage in training, and report issues to the coordinator.