

was not always sure who to pass this type of feedback to – IM asked for this to be sent to him. VW can also be contacted by reps when reps are unsure who to approach.	to IM
Items from Staff	

- Exceptional Circumstances process KH said this is currently being reviewed and she would appreciate any feedback/comments from reps at this meeting or later via email.
 - o AS said that EC information wasn't clear on Sussex Direct. KH agreed that EC and Reasonable Adjustments processes were both not integrated well into Sussex Direct.
 - o FS said the EC form emphasises Covid-19 a lot. KH said this self-declaration form is only in use because of Covid prior to lockdown would require evidence such as GP appointments etc.
 - o FS said it is not clear early enough in the term what the consequence of an EC claim will be. KH said this has been a difficulty this year and usually the result of **an**EC claim would be known more quickly this year have been waiting for 'No Detriment' arrangements to be worked out.
 - o TH said o