

CASE STUDY



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We couldn't have coped without Reality HR's support - they were a calm, reassuring presence throughout the entire process. Their guidance gave us the confidence to handle a difficult situation and come out stronger.

Having someone we could rely on for expert advice and emotional support made all the difference.

Corrina Potter
Director of Strategic Development

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Meet DWA Claims & discover how Reality HR helped them navigate a **complex HR situation** with confidence

DWA Claims is a nationwide, ABI first-tier Credit Hire Organisation specialising in the provision of replacement vehicles. They offer a bespoke service across the UK, supplying private hire, commercial, and specialist vehicles to individuals and businesses. DWA Claims is known for its attention to detail and customer-focused approach.

When the business faced a challenging HR situation, the support from Reality HR proved invaluable. The situation resulted in a tribunal, which DWA Claims successfully navigated with expert guidance and reassurance from the Reality HR team.

The action taken by Reality HR

Reality HR provided dedicated HR support throughout the tribunal process, maintaining consistent availability and responding quickly whenever advice was needed. The team took time to understand the specific dynamics of DWA Claims as a small business, providing guidance that was both practical and aligned with the company's values.

Crucially, Reality HR's support equipped DWA Claims with the knowledge and confidence to represent themselves throughout the tribunal, avoiding the need for external legal representation.

Corrina, Director of Strategic Development, reflected on the experience: **"Working with Reality HR has been a genuinely reassuring experience. During a particularly challenging time for our business, their support was invaluable. Karolina was always on hand with thoughtful advice, quick responses, and a calming presence that helped us feel less alone throughout the process. Her compassion and commitment to understanding the situation made a real difference, and we always felt she had our best interests at heart."**

What stands out most is the personal connection we've built with the team over the years. Donna and Karolina feel like trusted friends as well as professional advisors. They know our business inside out, and their advice is always tailored to our values and needs. Even when Karolina isn't available, the rest of the team steps in seamlessly, fully informed and ready to help."

The outcome

Reality HR pride themselves on being a calm, expert partner to the businesses they support, and this was reflected in their work with DWA Claims. The team provided the reassurance and clarity needed to navigate a complex HR situation, allowing the business to stay focused on day-to-day operations. With Reality HR's guidance, DWA Claims successfully managed the tribunal process and achieved a positive outcome while maintaining full control throughout.



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We wouldn't hesitate to recommend Reality HR to any business looking for expert, empathetic HR support - especially when things get complex. Their personalised service and genuine care set them apart.

Corrina Potter - Director