

# Employment Law Solutions (UK)

## Telephone Advice Line Service

### *Day-to-day Advice Explained*

Your monthly plan gives you access to day-to-day employment law advice by telephone or email.

The following are examples of topics that would be considered to fall within a day-to-day matter:

- Taking disciplinary action
- Individual dismissals
- Conducting a grievance
- General questions about employment law
- Help with drafting correspondence
- Dealing with employee absences
- Statutory entitlements
- Changing an individual's terms and conditions
- Redundancies (less than 20)

The above topics would no longer be considered a day-to-day matter and services would be provided at your standard charge-out rate if:

- A formal letter of advice is required
- We are required to advise on or engage in correspondence with a 3<sup>rd</sup> party
- We are negotiating a legally binding document
- We are directing advice to anyone other than the authorised users

### *Non Day-to-day Matters (not included in monthly plan)*

The following are examples of what would **not** be considered a day-to-day matter because the topic is complex from the outset. These services would be provided at your standard charge-out rate:

- Business restructuring - including acquisition and disposal
- Outsourcing
- Collective redundancies
- Collective consultation
- Trade union negotiations and disputes
- Restraints and restrictions on activities
- Directors' and senior managers' service agreement
- Matters outside UK jurisdiction
- Employment tribunal representation