

# Employment & HR Support Helpline

[www.cwj.co.uk](http://www.cwj.co.uk)

**Clarkson Wright & Jakes**  
Solicitors and Notaries

## Did you know?

As part of your membership with the Kent Local Medical Committee, you have access to our free **Employment & HR Support Helpline** from the employment team at Clarkson Wright & Jakes Solicitors.

For over 18 years, the Helpline has been helping Practices throughout Kent to manage HR and employee relations, giving practice managers and partners access to our team of employment solicitors who will listen and provide tailored advice in each case.

As well as the telephone Helpline, we can advise by short email communication (although it is often easier to talk things through on the Helpline) and help with drafting short letters or communications to employees.

If you contact us at an early stage, we can help to resolve problems before they escalate, often avoiding costly and time-consuming employment disputes.

The types of matters that we assist with on the helpline include:

- Persistent or long-term staff absences
- Flexible working requests, including requests to work from home
- Holiday queries
- Changes to working hours or pay
- HR issues with social media
- Maternity Leave and Pay and requests to vary terms of employment following return
- Other Family Leave and Pay: including Paternity, Shared
- Parental, Parental, Time off for Emergencies and Bereavement
- Complaints about discrimination
- Investigations
- Grievances
- Disciplinary action or procedures
- Resignations and potential constructive dismissal
- Considering redundancies

If the matter is more complex or protracted, we are happy to have a conversation to understand the issues and so that you can decide if you wish to instruct us outside of the Helpline.

We can also advise on:

- Practice mergers and acquisitions
- Employee exits and settlement agreements
- Representation at the Employment Tribunal or other court proceedings
- Review of Practice-specific documents

As part of your membership, you can also download our free **Staff Handbook Policies** for Kent LMC members, which we update annually to ensure compliance with current employment law practice.

### Laura Claridge

PARTNER AND HEAD OF  
EMPLOYMENT

01689 887873

[laura.claridge@cwj.co.uk](mailto:laura.claridge@cwj.co.uk)



### Faye Shortall SOLICITOR

01689 887896

[faye.shortall@cwj.co.uk](mailto:faye.shortall@cwj.co.uk)



Helpline number: 01689 887840

Email: [cwj@cwj.co.uk](mailto:cwj@cwj.co.uk)

Please quote your 'G' number

## Our Employment Retainer Schemes

For practices that need assistance with complex and ongoing matters, we have two comprehensive cost effective retainer packages.

**Retainer Scheme** - For an annual joining fee of £640+ VAT, we provide:

- ✓ Your first 2 hours of advice free of charge
- ✓ A named solicitor contact
- ✓ A 10% discount off our published hourly rates for all employment advice after the first 2 hours

**Retainer Plus Scheme** - For an annual joining fee of £700+ VAT, plus insurance premium fee:

Our Retainer Plus Scheme is a bespoke, comprehensive package tailored to your business which includes all of the benefits listed above, as well as employment dispute insurance to cover the cost of defending tribunal claims.

The scheme will give you peace of mind with financial protection if an employee makes an employment tribunal claim, such as unfair dismissal or discrimination.

For an additional fixed fee, we can provide a full review of your employment procedures and documentation.

## HR Training Programme

For practices that need assistance with complex and ongoing matters, we have two comprehensive cost effective retainer packages.

We run regular HR and Employment Law training seminars and workshops to provide practice managers and HR teams with the up-to-date employment knowledge and skills to handle the types of situations that arise in general practice.

Look out for more details from Kent Invicta Training.

## HR Management Software Solution

Our HR software solution is a cloud-based system to administer your day-to-day HR. The easy-to-use dashboard will give you access to an array of invaluable HR tools including the following features:

Staff development & tracking	HR reporting tools	HR management
<ul style="list-style-type: none"><li>✓ Appraisals, training and performance reviews.</li><li>✓ Holiday and absence management.</li><li>✓ Current and past job history.</li></ul>	<ul style="list-style-type: none"><li>✓ Ability to create &amp; export specific employee reports.</li><li>✓ Payroll, time-tracking, billing and staff expenses.</li><li>✓ Employment contract remuneration details.</li></ul>	<ul style="list-style-type: none"><li>✓ Easy access staff handbook.</li><li>✓ Key date reminders and warnings.</li><li>✓ Health and safety management.</li></ul>

With no set up fee and only £2.50 +VAT per user per month (subject to a minimum charge of £20.00 +VAT per month), it will help you manage your workforce more accurately and consistently while making significant cost savings. For a free demonstration, please get in touch with our Employment team.

[www.cwj.co.uk/employment](http://www.cwj.co.uk/employment)

Valiant House 12 Knoll Rise Orpington Kent BR6 0PG