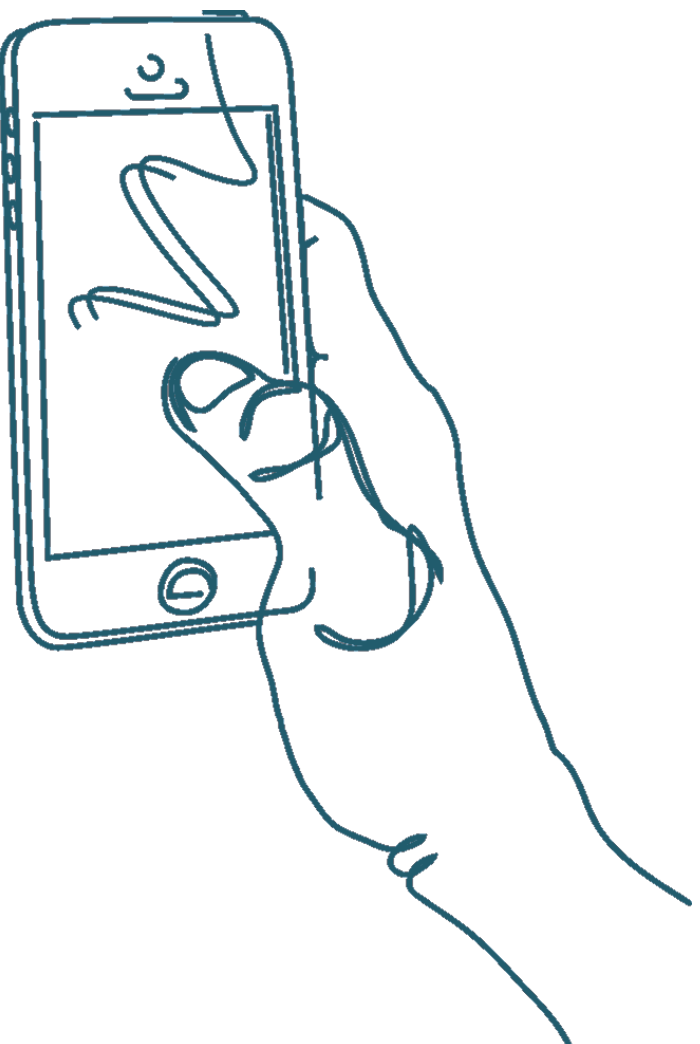


Our **employment fixed price annual telephone and email advice service** works as an integral part of your people management function, safeguarding your business from employee problems and disruptive issues, giving you peace of mind.



Considered, Clear & Decisive

The Thomson Snell & Passmore employment fixed price advice service is an essential tool for all our senior staff that need pressing advice on employment issues.

A great resource and an asset to any business.

Alan Guindi, Managing Director, Richard Hochfeld

“As a large multi-academy trust often requiring immediate and reliable legal counsel, we have been so impressed with the service provided by the Thomson Snell & Passmore employment team.

Having confidence in the advice provided is the most important aspect of a solicitor/client relationship. The very nature of our business means that we seek legal support on a varied number of issues and the team have always been well equipped to manage that demand. I cannot recommend them enough.”

Client

Employment fixed fee annual telephone and email advice service

Handling employment law issues can be a time consuming distraction when you are trying to run a business. Get it wrong and it can tie up lots of management time as well as being very costly. With an increased awareness of employee rights and more willingness to litigate, employment tribunal claims are on the rise. Getting expert advice on a course of action you wish to take could prevent a claim from ever arising.

One of the ways that we can give you peace of mind when dealing with HR issues is via our annual fixed price employment advice service, which can cover everything from routine telephone queries to advice on redundancy projects.

How does the advice service work?

- The advice service runs for 12 months
- The cost of the advice service is a fixed price for the 12 months
- You choose which package you would like; silver, gold or platinum. What is covered by each package is set out on page 5.



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“The advice and service we receive from the advice service are outstanding. The advice is always provided promptly, is very clear and balances the risk and the commercial aspects of any case. In addition, the annual employment law update session is very useful for the Bel management team. I would not hesitate to recommend Thomson Snell & Passmore’s employment team.”

Bel UK Limited

The scope

What types of advice will the employment telephone and email advice service cover?

- Routine employment law and HR advice and the provision of template letters/email from our know-how bank, are included in all our packages
- Reviewing and amending documentation prepared by you such as letters inviting an employee to a disciplinary hearing and outcome letters - gold and platinum packages only
- Commenting on and advising on employment projects that you wish to conduct, e.g. redundancy process - platinum package only.

Example

A client calls seeking advice in respect of a disciplinary meeting they will be conducting with an employee. The client and our lawyer spend 15 minutes discussing the matter on the phone.

Is this covered by the advice service? Yes, all packages.

Example

A client emails their letter inviting the employee to the disciplinary meeting and also scans the evidence in support of the allegation to us. Our lawyer reviews the evidence and amends the letter.

Is this covered by the advice service? Yes, Gold and platinum only.

The three packages - choosing the best fit for you

What will be covered?

What's included:	Silver	Gold	Platinum
Telephone and email advice on day to day employee relation matters	●	●	●
Provision of template correspondence	●	●	●
Drafting/editing your correspondence to an employee		●	●
Protracted disciplinary and grievance processes		●	●
Initial contract or handbook review at start of our retainer		●	●
Settlement agreement negotiation and drafting			●
Projects e.g. redundancy, restructuring			●
Initial advice on restrictive covenants			●
Does your credit roll over?			●
Excluded from all:			
Data protection advice			
Court and tribunal claims			
TUPE and M&A work.			

“We switched to Thomson Snell & Passmore from a ‘call centre’ employment law advisor because we were looking for a more consistent, personalised service. Two years later we are pleased that we made this decision - I can now speak directly to someone who I know, and who knows our organisation, and who I can rely on to respond quickly if the circumstances warrant it. The ‘fixed fee’ service also gives the comforting reassurance that money isn’t draining rapidly away as we speak.”

Client

The price

What is the cost of the advice service?

- The cost of the advice service varies from one client to another depending on the number of employees you have and the extent of the anticipated use
- We will send you a quote for the cost of the advice service following a detailed discussion with you about your business, the employment issues you have dealt with over the past 12 months and what you believe your anticipated needs over the next 12 months are likely to be. There is no cost for this consultation
- There is a minimum fixed price of £2,000 plus VAT for a silver package for a 12 month period.

Q: How often can I get in contact?

A: You can contact us as much as you want, and if the issue you wish to discuss falls outside the scope of your package we will tell you.

Q: What if I use the advice line less than anticipated

A: If you have the platinum package you will accrue a credit for any under-use, which we will rollover at the end of the 12 month term. You can choose to spend this towards any optional extras (see below) or on advice falling outside of your package. Credit must be spent within six months of the end of the term in which it was accrued.

The optional extras

How else can the employment team at Thomson Snell & Passmore help me?

- In house legal skills and best practice training for management (preferential prices available)
- Briefing and brainstorming session on employment law developments relevant to your organisation (free)
- Review meetings of your strategy and our service delivery (free)
- Employment disputes insurance, to manage risks of claims, and enable you to defend claims without worrying about legal fees (insurance premium quotes available)
- Collaborative mediation of work place disputes to avoid employment tribunal or court claims.

“As a successful SME, we were looking for a highly efficient and professional service when dealing with all HR and legal matters. We have been very impressed with Thomson Snell & Passmore’s employment advice service. They have provided excellent, comprehensive compliance advice which has fitted well with our requirements. It has given us confidence and comfort. We highly recommend them and their employment advice service to any SME company.”

Client

The lawyer who helps me

Will I have a dedicated legal adviser or will I end up having to deal with a different person every time I call?

You will have a dedicated legal adviser and an employment relationship partner or senior associate assigned to you. We do this for several reasons:

- To ensure continuity for you
- So you always have two points of contact
- So that we have a relationship with you and we build up our knowledge and understanding of your business.

The competition

Why should I choose Thomson Snell & Passmore’s annual fixed advice service over employment telephone advice service from other providers? We will let our clients answer this for you.

“Thomson Snell & Passmore’s particular strengths are customer care and the speed of which they respond. Often when you are dealing with complicated issues speed is of the essence. I have not seen any weaknesses.”

Client

“The telephone advice service offered by Thomson Snell & Passmore is an invaluable tool in our HR toolbox - it offers effective, up to the minute advice, with timely responses from the employment team. We have used it for a range of reasons, complex situations, guidance, general support and on every occasion we have been met with a solution that has given us the reassurance of full compliance. We cannot envisage continuing without the advice service as an integral part of our HR service.”

Client

**It's a common sense approach that's
surprisingly uncommon.**

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