

# Business and Commercial Legal Telephone Helpline



24-hour advice



As an additional benefit of subscribing to our service, business clients receive unlimited access to a Business Legal Helpline. This is a 24-hour, 365 day a year telephone advice line provided by Abbey Protection Group. This professional legal advice line, is manned by a highly experienced team of 70 consisting of lawyers, barristers and solicitors. The helpline provides a wide range of companies and organisations with Commercial, Employment and Health and Safety advice.

[www.rdpnewmans.com](http://www.rdpnewmans.com)

## Commercial Advice

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There are many areas within a business which, if not handled correctly can take a substantial amount of resources to resolve. The legal advisors will be at hand to provide you details of the relevant and current legislation with any guidance you need.

- Intellectual Property
- Small Claims Court procedures
- Business Tenancies
- Debt Recovery
- Dealing with complaint letters (asserting rights)
- Dealing with Statutory Demands

## Employment Advice

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With employment legislation being a minefield, an incorrect decision could put your business into turmoil. Therefore the advice line will ensure your business remains compliant.

- Recruitment
- Discrimination
- Appraisal & Disciplinary procedures

You may need to answer a few questions of your own before any advice is provided – this is because if the advisors don't fully understand the facts, then you could end up taking the wrong course of action.

## Health & Safety Advice

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All businesses are required by law to undertake a full health and safety risk assessment of their premises and business procedures. In the event of accidents, businesses could be involved in a civil prosecution for compensation, and there could also be criminal prosecutions resulting in fines and even imprisonment.

- Undertaking Health & Safety assessments
- Correct procedures in the workplace
- Understanding new legislation

**All advice calls are fully traceable on a logging system so that if you have to come back for further advice, we can pick up from where we left off. However, best of all, the telephone advice is free!**

### Legal Telephone Advice Services

The telephone legal advice is provided by Markel Law LLP a division of Abbey Protection Group Limited and can advise on general UK law. Markel Law LLP is regulated and authorised by the Solicitors Regulation Authority. Markel Law LLP makes no additional charge for providing these telephone services.

The advice will primarily be provided by Markel Law LLP and its teams of solicitors and barristers, who are ultimately managed by the Director of Legal Services (who is a lawyer).

If the client has a complaint about these telephone legal advice services they should contact the Customer Services Manager, Markel Law LLP, Interchange, 81-85 Station Road, Croydon CR0 2AJ. If the client is unhappy with the written response from the Customer Services manager, the client may contact the Legal Ombudsman at PO Box 6806 Wolverhampton WV1 9WJ, or [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk), or 0300 555 0333 and ask them to consider the matter. The Legal Ombudsman will only consider matters which have been submitted to it within the earliest of the following timescales: (a) within 1 year from the act/omission complained of; (b) within 1 year from when the client should reasonably have known there was cause for a complaint, without taking advice from a third party and; (c) within 6 months of the client receiving a written reply from Abbey Protection Group Limited concerning the complaint.

If you also wish to make Abbey Tax aware of the complaint, please contact the Customer Service Manager, Abbey Tax, One Mitchell Court, Castle Mound Way, Rugby CV23 0UY. Tel: 0345 223 2727

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