

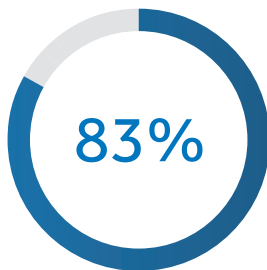
Croner Advice Line Statistics

Call by Department

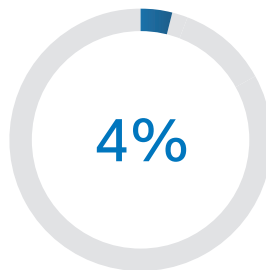
83% of calls were taken by HR & Employment Law, 4% were taken by Health & Safety, 2% were taken by Commercial Legal and 11% were taken by Taxation.



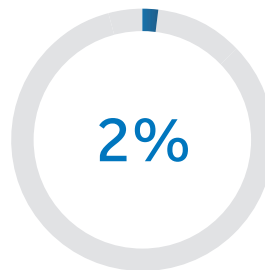
HR & Employment Law



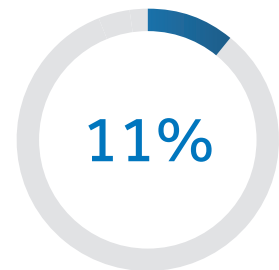
Health & Safety



Commercial Legal



Taxation



Top 10 Categories

Queries on **Conduct** were the highest with a total of **10.1%** of all calls.



No.	Category	% of calls	Monthly change
1	Conduct	10.1%	↑
2	Absence/Sickness	8.4%	↓
3	Contractual Terms	5.0%	↓
4	Policies	4.8%	↓
5	Absence - Short Term	3.8%	↑
6	Redundancy	3.8%	↑
7	Short Service Dismissal	2.8%	↑
8	Grievance Formal	2.7%	↓
9	Disciplinary Procedure	2.5%	↑
10	Holiday/Holiday Pay	1.8%	↑



Are you struggling with a **Conduct** situation? Call us for help on **0808 145 3386**.

Trending Issues

Each month has it's own set of issues, informed by current events. Here's what our clients have been calling up about...



There was a rise in queries on **Absence - Short Term**, which received the fifth highest number of calls.



Are you struggling with a **Absence - Short Term** situation? Call us for help on **0808 145 3386**.

Client Feedback

Our 24/7 advice line is the highest ranked feature of our service. Don't believe us? See what our clients say about it...



"Extremely helpful and empathetic during a really stressful period.... ensuring ourselves as a company that we are fair and a good employer, encouraging to trust in our own judgement but are there to clarify any confusion, which is HR / entitlements / contracts."

Vicky Ryder **Elite Cleaning Midlands**

Looking for expert advice on any of the issues mentioned above?



Give us a call today and see what we can do for you.



Call us for help on **0808 145 3386**