



## Case Study - Customer Dispute – *End of probation dismissal*

Dismissing an employee for unsatisfactory outcome of probation.

Simon runs a bakery and has 8 employees. He has been an **ARAG customer for a number of years** and has utilised the Helpline and online resource (**ARAG Businesslaw**) included in his policy on a number of occasions.

Simon employed a new member of staff on a part time contract with a 3 month probation period. The nature of the job was shift work (early mornings and after the shop had closed). The new employee started well, but within two weeks he had come in late a couple of times and sickness days started to creep in. Simon was not initially concerned but this pattern of lateness continued. It started to put a strain on the rest of the team and Simon quickly felt that it was not going to work out.

Simon does not have a dedicated HR person so he turned to his **Legal Expenses Insurance for advice** before engaging the employee. Simon explained the situation to the legal adviser and they discussed the steps that Simon should take. Simon was also signposted to the **ARAG Businesslaw online** resource, where he was able to download a letter template to send to the employee.

There was no comeback from the employee, and Simon had a suitable outcome.



### Legal Advice Helpline

If you are having an issue with an employee or ex-employee our experienced telephone advisers can provide practical advice, suggest next steps and guide you through the legal process, **24 hours a day, 365 days a year.**



### Online Legal Documents & Guides

**ARAG Businesslaw** contains a range of how-to business and legal step-by-step **tools, guides, document templates,** interactive checklists, infographics and videos.