

# Legal Services and Helpline Terms and Conditions

By using this helpline service, you acknowledge that you have read, understood, and agreed to the terms outlined in this disclaimer. If you do not agree to these terms, please refrain from using the service.

WME/WMADASS reserves the right to amend this disclaimer at any time without prior notice. It is your responsibility to review this disclaimer periodically for any updates or changes.

**Client Relationships:** You acknowledge that your use of the helpline and services does not establish a client relationship with the Law Firms.

The helpline service is provided via WME/WMADASS instruction of the Law Firms and WMEmployers will be the sole client of the Law Firms in respect of any advice given via the hotline. Any complaints about the service or advice provided by the Law Firm must be addressed to WMEmployers.

**Please see websites disclaimers.**

**Service Duration:** This helpline service is scheduled to operate from Friday 12th January 2024 until Friday, 28<sup>th</sup> June 2024. We reserve the right to modify or terminate the service at its discretion.

**The helpline service is limited to:**

- Addressing enquiries related to the recruitment of care workers under the Health and Care Worker Visa route.
- By using this service, you acknowledge that the advice and guidance provided are subject to limitations. You understand that the scope of assistance is confined to the Health and Care Worker Visa route for the international recruitment of care workers.
- Helpline is FREE, funding has been made available through the Department of Health and Social Care International Recruitment Funding initiative.
- CQC registered Care providers for Adult Social care across the West Midlands.
- Free phone call up to 30 minutes from an appropriately qualified immigration advisor at Lester Aldridge.
- Email enquiries shall be managed by a qualified immigration advisor at Lester Aldridge.
- Complex enquiries may require additional time, and the law firm may offer the enquirer the option to engage as a client for further assistance.
- Enquiries are generally limited to one matter per enquirer to ensure equitable and efficient service provision.
- Please be aware that the advice and guidance provided during this call may be limited in scope.

**Legal Jurisdiction:** covers advice in England and Wales only. Scotland has different legal laws and regulations. Any disputes arising from the use of this service shall be subject to the laws of England and Wales.

**Confidentiality:** Any information shared during the course of the enquiry is strictly confidential and will only be disclosed to WM International Recruitment WME/WMADASS for evaluation purposes. The Law Firm

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***adheres to strict confidentiality Standards to safeguard your information.***

## **Enquiry Channels and Response Times:**

- **Enquiries made via phone between 9am and 5pm, Monday to Friday (excluding public holidays), will generally receive immediate responses.**
- **Outside of the aforementioned hours, an answering service will be in operation, and messages will be responded to within 48 hours, if received before 4pm on a Friday, or on the following Monday, if received thereafter.**
- **Enquiries made via email will receive a call back within 48 hours, if received before 4pm on a Friday, or on the following Monday if received thereafter.**