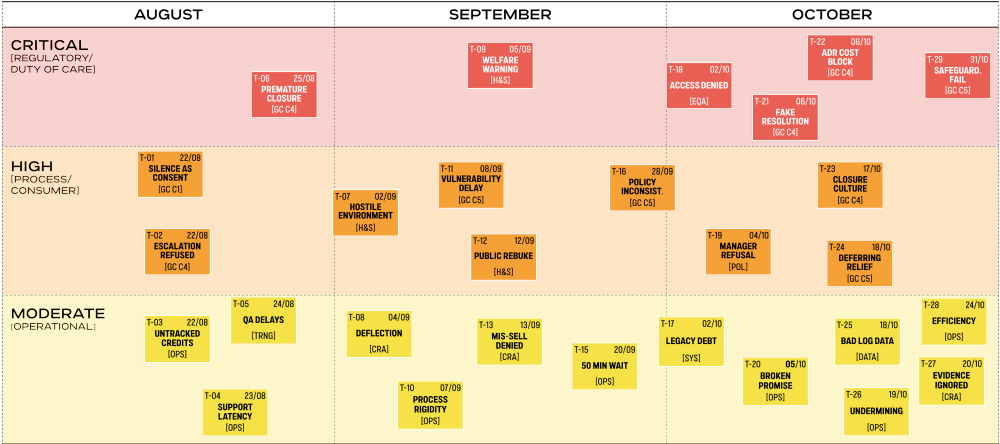


**TIMELINE OF
OPERATIONAL, REGULATORY,
& DUTY OF CARE FAILURES, 2025**



CODE KEY

[GC C1] Contract Consent

[GC C4] Complaints Handling

[GC C5] Vulnerable Customers

[CRA] Consumer Rights Act

[EqA] Equality Act (Access)

[H&S] Health & Safety

[Data] GDPR / Data Integrity

[Ops] Operational Failure

[Trng] Training / QA Failure

[Pol] Internal Policy Breach

[Sys] System Limitation

TIMELINE OF EVENTS RELATED TO DIGNITY AT WORK GRIEVANCE, 2025/26

Calendar

Key interaction and incident dates circled (colour shows type)



Interaction Types



Response Gap



Category Squares

Sent Emails

W Lettered square indicates a category raised in that email

Received Emails

How raised categories were handled

A Empty

Not Addressed

Half-filled

Partially Addressed

Filled

Addressed

Substantively

A Availability

D Documents

I Investigation

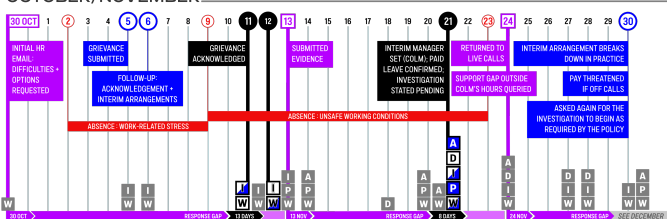
P Pay

W Workable

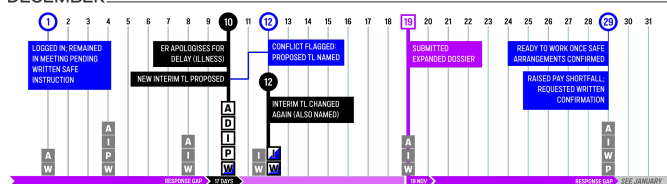
Arrangement

Some emails are omitted to maintain visual clarity; all correspondence is fully documented in the dossier

OCTOBER/NOVEMBER



DECEMBER



JANUARY

