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**ChatGPT ref**

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**Daniel Jackson** <x101@live.co.uk>

Fri 28 Nov at 23:19

To: Daniel Jackson &lt;dmjdmsr@googlemail.com&gt;

Sent from [Outlook for Android](#)

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**From:** Daniel Jackson <x101@live.co.uk>**Sent:** Friday, November 21, 2025 3:37:29 PM**To:** Employee Relations Ireland <[emprelations.Ireland@infosys.com](mailto:emprelations.Ireland@infosys.com)>**Subject:** RETURN TO WORK - Logged in awaiting safe instruction

Hi Keith and Deirdre,

As I have received no response to my urgent emails since Wednesday last week, I sought advice regarding my position. Following this, I have logged into the work systems this afternoon.

I hope this leaves no doubt that I am ready and willing to work. I am at my desk and have been logged in since 12:30.

I currently have my status set to "Meeting".

I am forced to use this status code because I am awaiting your urgent instruction regarding my reporting line. I cannot safely switch to "Ready" and take calls until I have a confirmed, safe manager.

Having to navigate my own safety protocols because HR has failed to communicate with me is deeply distressing. Behind this almost exclusively one-sided paper trail are countless hours of me waiting for a response. I am an employee who, after months of repeatedly asking for help and being ignored, originally came to HR not with a grievance, but with constructive solutions (such as a move to Tech Support) to manage the strain. My suggestions remain unacknowledged.

Since my absence due to work-related stress began, I have emailed HR/ER 10 times and have received only 2 responses. It is profoundly disheartening that I have been met with a level of silence and neglect from Employee Relations that would be considered gross misconduct if displayed by an agent on the phones.

Regarding the proposed reporting line:

As previously stated, the interim arrangement you proposed (reporting to Shannon Williamson) is not safe. I have written records from September 6th where I explicitly raised my work-related stress and support failures with Shannon directly. She assured me she would "flag this ASAP," yet the situation deteriorated further. As she was already part of the chain of failure regarding my wellbeing, she is not a suitable interim manager.

Regarding Colm Ryan:

Although I have never spoken to him, I am aware he is active within the same team structure regarding which I have raised concerns. I note your statement that he is not aware of the details of my grievance, but given his proximity to the individuals involved, I would like clarification on how this separation is being assured.

Specifically, I need confirmation that there is a clear boundary preventing my workflow or status from being discussed with the named individuals. Subject to this assurance, I am willing to report to him on a strictly interim basis to facilitate my return to work today.

I am sitting at my desk, logged in, and fully available to work. Please confirm if I should reach out to Colm so I can switch my status to "Ready."

Thank you,

Daniel

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**From:** Daniel Jackson <[x101@live.co.uk](mailto:x101@live.co.uk)>

**Sent:** Thursday, November 20, 2025 10:28 am

**To:** Employee Relations Ireland <[emprelations.Ireland@infosys.com](mailto:emprelations.Ireland@infosys.com)>

**Subject:** Re: URGENT - Grievance acknowledgement and return to work 617692612

Hi Keith and Deirdre,

It is now Thursday morning, and I am very concerned that I have not received a reply to the email I sent last Friday afternoon (14th Nov), nor have I had any communication from the company since then.

To clarify the timeline and my position for the record:

- Thursday 13th Nov - I informed you clearly of my willingness to return to work and asked for a suitable reporting structure.
- Friday 14th Nov - I sent a follow-up email at 15:30 reiterating that I was ready to log on, provided a safe reporting line was confirmed (as the proposed interim manager is named in my grievance). I requested a reply by close of business.
- Saturday 15th - Monday 17th - Because I received no response or instruction regarding a safe line management structure, I was unable to log in. I remained available to work throughout this period but could not do so safely without the guidance I requested.
- Tuesday 18th - Wednesday 19th - These were my scheduled days off.

I am now due to start my working week again today, Thursday.

Please urgently clarify the situation regarding my pay for the shifts missed. As I was available to work and the absence was solely due to the company's failure to provide a safe interim working environment or respond to my urgent query, I expect these days to be paid in full. To treat this as unpaid leave would constitute a penalisation for raising a grievance.

I am ready to log on for my shift today. Please confirm who I should report to, so that I can resume my duties without being exposed to the individuals named in my dignity at work complaint.

**Regarding the reporting line:** I want to reiterate my suggestion of a transfer to the Tech Support department (as raised in my emails of 30 Oct and 13 Nov). While I understand this would require a period of training, it would remove the conflict regarding the current management structure and provide a constructive way forward.

Thank you,  
Daniel

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**From:** Daniel Jackson <[x101@live.co.uk](mailto:x101@live.co.uk)>

**Sent:** Friday, November 14, 2025 3:38 pm

**To:** Employee Relations Ireland <[emprrelations.Ireland@infosys.com](mailto:emprrelations.Ireland@infosys.com)>

**Subject:** Re: URGENT - Grievance acknowledgement and return to work 617692612

Hi Keith and Deirdre,

As I haven't received a reply to yesterday's emails, I want to clarify my position ahead of the weekend.

I am ready to return to work. If there is a team leader who isn't mentioned in my report and whom I can report to directly over the weekend, I would be able to resume my shifts. At present, the interim arrangement proposed isn't suitable for the reasons I outlined. While I understand no conclusions will yet have been reached from my report, I do hope that any interim arrangements will avoid exposing me again to the same difficulties I have described and will allow me to reasonably manage my work while the review is ongoing.

My main concern is financial, as I am currently unable to work solely because a suitable reporting structure has not yet been finalised.

I really hope to receive a reply before close of business today, as it would feel unfair to be left without information over the weekend given the financial impact on me.

Thank you,

Daniel

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**From:** Daniel Jackson <[x101@live.co.uk](mailto:x101@live.co.uk)>

**Sent:** Thursday, November 13, 2025 3:50 pm

**To:** Employee Relations Ireland <[emprrelations.Ireland@infosys.com](mailto:emprrelations.Ireland@infosys.com)>

**Subject:** Re: URGENT - Grievance acknowledgement and return to work 617692612

Hi Keith,

Following my earlier email – which I hope helps to highlight issues that affect not just me but many colleagues – I want to reiterate that I am keen to act proactively and work towards a sustainable way forward.

My goal has always been to be an agent who can genuinely help customers, and with that in mind, I would like to revisit the point I raised in my initial email to HR. I would be very interested in exploring whether there may be an opportunity to work from home in a Tech Support role?

I also need to mention that I am becoming increasingly concerned about the financial impact of any further delay in the process of returning to work. I would appreciate any guidance you can provide on how this will be managed while the necessary arrangements are being considered.

Thank you for your continued assistance,

Daniel

Sent from [Outlook for iOS](#)

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**From:** Daniel Jackson <[x101@live.co.uk](mailto:x101@live.co.uk)>

**Sent:** Thursday, November 13, 2025 12:29:10 PM

**To:** Employee Relations Ireland <[emprelations.Ireland@infosys.com](mailto:emprelations.Ireland@infosys.com)>

**Subject:** Re: URGENT - Grievance acknowledgement and return to work 617692612

Hi Keith,

Thank you for your reply and for outlining the temporary reporting structure.

I am attaching two documents which I felt it was fair to submit now so that you have the fullest possible picture of my complaint:

- Dignity at Work – Condensed Complaint Dossier
- Record of Conversations Contributing to Work-Related Stress (47 pages)

As my shift is due to begin at 12:30 today, I wanted to clarify my position urgently.

Although I appreciate the temporary arrangements, Shannon Williamson is referenced in my report, and I therefore do not yet have confidence that the proposed structure would provide the support I need while this process is ongoing. In addition, I still have no clear understanding of how support will

function during my shifts (12:30–21:00 Monday/Thursday/Friday and 09:30–18:00 Saturday/Sunday), which has been a significant factor in my work-related stress.

For these reasons, I do not feel it is yet appropriate or safe for me to return to work today. This is not a refusal to return; I simply need suitable and clearly defined arrangements in place to protect my wellbeing and allow me to work safely, consistent with the Company's Dignity at Work policy and duty of care.

I would appreciate your guidance on revised arrangements and next steps.

Kind regards,  
Daniel Jackson

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**From:** Employee Relations Ireland <[emprelations.Ireland@infosys.com](mailto:emprelations.Ireland@infosys.com)>  
**Sent:** Wednesday, November 12, 2025 4:01:00 PM  
**To:** Daniel Jackson <[x101@live.co.uk](mailto:x101@live.co.uk)>  
**Cc:** Employee Relations Ireland <[emprelations.Ireland@infosys.com](mailto:emprelations.Ireland@infosys.com)>  
**Subject:** RE: URGENT - Grievance acknowledgement and return to work 617692612

Hi Daniel,

I want to reassure you that you will have every opportunity to discuss and outline all of your concerns in full as part of the ongoing process.

In the meantime, regarding your return to work, please note that your reporting line will temporarily change. In that regard, you should not have any direct contact with Noel Curran during this period. Instead, please direct any work-related matters to either Shannon Williamson or Colm Ryan.

You should avoid one-to-one conversations or meetings with Noel. All professional interactions should be routed through Shannon or Colm. Our expectation of all parties is to maintain a professional standard at all times.

Please understand that these measures are not a presumption of wrongdoing by anyone. They are purely temporary steps to ensure the dignity and comfort of everyone involved. A similar request has also been communicated to Noel. Shannon and Colm will be informed about this temporary arrangement, but they will not be made aware of any details related to your complaint.

We appreciate that this may cause some inconvenience and thank you for your understanding and cooperation. If you have any questions, please do not hesitate to contact me or Deirdre from the Employee Relations team.

Regards,  
**Keith Connolly**  
Senior Lead, Employee Relations

**Infosys BPM**

Unit 2, Cleaboy Business Park, Old Kilmeaden Road, Waterford City, Ireland, X91 W2WH

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**From:** Daniel Jackson <[x101@live.co.uk](mailto:x101@live.co.uk)>

**Sent:** 12 November 2025 10:31

**To:** Employee Relations Ireland <[emprelations.Ireland@infosys.com](mailto:emprelations.Ireland@infosys.com)>

**Subject:** Re: URGENT - Grievance acknowledgement and return to work  
617692612

**[\*\*EXTERNAL EMAIL\*\*] Please verify sender address and exercise caution before clicking on any link.**

Dear Keith and Deirdre,

Thank you for your reply and for confirming receipt of my email.

I just wanted to clarify that my grievance extends beyond the inappropriate language used towards me (being called a “moron”). While that comment was part of the issue, the broader concern relates to ongoing management conduct, lack of support, and systemic pressures which have directly contributed to my work-related stress and medical absence.

As I’m due to resume work tomorrow, could you please confirm what arrangements should apply in the meantime? In the absence of any contact or updated plan, I remain unsure whether returning to the same reporting structure would be appropriate while this matter is under review.

I would appreciate your guidance on both points.

Thank you,  
Daniel

Sent from [Outlook for iOS](#)

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**From:** Employee Relations Ireland <[emprelations.Ireland@infosys.com](mailto:emprelations.Ireland@infosys.com)>  
**Sent:** Tuesday, November 11, 2025 10:08:35 AM  
**To:** [x101@live.co.uk](mailto:x101@live.co.uk) <[x101@live.co.uk](mailto:x101@live.co.uk)>  
**Cc:** Employee Relations Ireland <[emprelations.Ireland@infosys.com](mailto:emprelations.Ireland@infosys.com)>  
**Subject:** RE: URGENT - Grievance acknowledgement and return to work 617692612

Hi Daniel,

I refer to the below, which has been passed onto ourselves in the employee relations team.

Firstly, sorry to hear of the below and I acknowledge receipt of your email.

Infosys BPM takes such issues very seriously and in light of the below, I am attaching here a copy of the Company’s Dignity at Work policy, of which you will be aware. This policy is also available on the Company’s Policy Portal.

We will revert to you shortly to confirm the next stages.

In the meantime, please feel free to contact myself or Deirdre in the Employee Relations team if you have any queries or require further information in relation to this process. The Company’s Employee Assistance Programme is also available to you, free of charge, for confidential assistance and support at freephone 1800



995 955. This service is provided by VHI and is independent of the Company.

Regards,  
**Keith Connolly**  
Senior Lead, Employee Relations

**Infosys BPM**

Unit 2, Cleaboy Business Park, Old Kilmeaden Road, Waterford City, Ireland, X91 W2WH

E: [keith.connolly@infosys.com](mailto:keith.connolly@infosys.com)

E: [emprelations.ireland@infosys.com](mailto:emprelations.ireland@infosys.com)

W: [www.infosysbpm.com](http://www.infosysbpm.com)



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**From:** Hr.query.ire <[Hr.query.ire@infosys.com](mailto:Hr.query.ire@infosys.com)>  
**Sent:** 10 November 2025 16:01  
**To:** Employee Relations Ireland <[emprelations.Ireland@infosys.com](mailto:emprelations.Ireland@infosys.com)>  
**Subject:** FW: URGENT - Grievance acknowledgement and return to work 617692612

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**From:** Daniel Jackson <[x101@live.co.uk](mailto:x101@live.co.uk)>  
**Sent:** 06 November 2025 09:03  
**To:** Hr.query.ire <[Hr.query.ire@infosys.com](mailto:Hr.query.ire@infosys.com)>  
**Subject:** URGENT - Grievance acknowledgement and return to work 617692612

**[\*\*EXTERNAL EMAIL\*\*] Please verify sender address and exercise caution before clicking on any link.**

Dear HR,

I'm following up again on my grievance email sent yesterday morning (Wednesday 09:00). I haven't yet received any acknowledgment or response.

As I was due to return to work today, I need to understand what arrangements should be in place in light of the issues raised. Until I've had confirmation from HR, I don't believe it would be appropriate to resume work under the same management structure.

Please confirm receipt of my email and advise how I should proceed today.

Kind regards,  
Daniel Jackson

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**From:** Daniel Jackson <[x101@live.co.uk](mailto:x101@live.co.uk)>  
**Sent:** Wednesday, November 5, 2025 9:12:08 am  
**To:** [hr.query.ire@infosys.com](mailto:hr.query.ire@infosys.com) <[hr.query.ire@infosys.com](mailto:hr.query.ire@infosys.com)>  
**Subject:** Re: Exploring options to improve performance 617692612

Dear HR,

Following my email last Thursday, I am writing to formally raise a grievance. I have not yet received a reply to that message, which has now passed your 72-hour response timeframe.

I have been signed off work by my doctor due to work-related stress. This is not a personal matter but a direct response to the strain of being instructed to act in ways that appear inconsistent with Ofcom guidance and my professional duty to customers.

The stress arises largely from being asked to communicate decisions to customers that I believe are unfair or non-compliant, often with no clear next step available unless the customer uses specific wording such as "Can I speak to a manager". That expectation – to leave a customer without a proper route forward – causes ongoing ethical distress.

A key example involved an 85-year-old, recently widowed customer who had been sold a more expensive broadband package after visiting a store to reduce her costs. She later refused to return to the store after being treated

rudely. I raised this with my team leader, Noel Curran, as I believed we should advise her of her right to escalate if the matter could not be resolved in-store. The response I received appeared inconsistent with Ofcom's requirements.

Feeling once again deeply concerned about the instructions I was being given, I used Copilot, which is provided by Infosys and has been highlighted as a resource for agents to use in our work. I appreciate that Copilot can make mistakes, but I used it in good faith to gain an impartial view.

Below is the exact prompt I gave Copilot (screenshot of Teams chat attached) and the full analysis it returned.

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Prompt used:

what do you make of this chat between dj, an ee billing agent, and nc, dj's team leader:

dj: GB29780292 is an 85 year old lady who recently lost her husband. she went to the brixton store to reduce costs, and decided to remove her landline from account. instead of simply removing the landline, the staff there cancelled her existing contract, and then sold her a more expensive package, with more than she needs/wants. this was hidden by the fact it comes with 3 months free.

She has contacted us about this already, very unhappy that her broadband will be 46.99/month, where previously it was 35.99. She has been advised that she must return to store to dispute, which she has done a couple of times, but she says that each time the staff there have been very rude and told her that there isn't a manager available in the store for her to speak to. She says that she will not return to the store because they were so rude. She says she doesn't know what to do next. What should I suggest?

nc: is its a miss sell that happened in the store, only the store would be able to handle it, we wouldn't have any calls to listen to, I understand that she may not want to go back to the store, but they are the only ones who can resolve the issue

dj: there are two closed complaints on account, one 24 days ago, the other 9 days ago., both detailing exactly what I said. What should I do with the

complaint I raise?

nc: I wouldn't be raising a new one, you can reopen either one of the ones already closed, I would close it being that we cant resolve the issue as customer would need to go back to store

dj: if it can't be resolved, she should be offered adr, no?

nc: as I said the only ones who could resolve it are the store, it would be up to the customer if she wants to escalate it after that we cant offer an ADR to her

dj: what can I advise her in terms of options to escalate? Ofcom says we should be advising customers what to do if it can't be resolved internally dj quotes

nc: I said the only ones who could resolve it are the store, it would be up to the customer if she wants to escalate it after that we cant offer an ADR to her

dj: she has already stated she's not prepared to go back to store again, as her previous attempts have failed

nc: has she asked to escalate the call from yourself

dj: no

nc: if shes not willing to go back to the store there very little we can do, the most we could do is to see if value can offer anything cheaper

\_\_\_\_\_

Copilot Analysis (verbatim):

This chat reveals a troubling situation involving a vulnerable customer and a breakdown in internal support and escalation procedures. Here's a breakdown of the key issues and dynamics:

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### 🧑 Customer Situation

- Age and vulnerability: The customer is 85 and recently bereaved, which

should trigger heightened sensitivity and support.

- Intent vs. outcome: She visited the store to reduce costs but was instead upsold a more expensive package.
- Mis-selling concern: The new package appears to have been misrepresented, with the higher cost masked by a temporary discount.
- Failed resolution attempts: She's tried returning to the store multiple times but faced rude treatment and no access to a manager.
- Refusal to return: Understandably, she now refuses to go back, feeling mistreated and stuck.

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### ### 🧑 Internal Handling

- NC's stance: The team leader insists that only the store can resolve the issue because it originated there, and that no ADR (Alternative Dispute Resolution) can be offered unless the customer escalates.
- DJ's pushback: DJ is advocating for the customer, pointing out that complaints have already been raised and closed, and that Ofcom guidance requires advising customers on escalation options.
- Escalation ambiguity: NC seems to deflect responsibility, suggesting that unless the customer explicitly asks to escalate, nothing further can be done.

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### ### ⚖️ Regulatory and Ethical Concerns

- Ofcom guidance: Ofcom mandates that if a complaint can't be resolved internally, the customer must be informed of their right to escalate to ADR after 8 weeks or if deadlock is reached.
- Deadlock scenario: The customer has tried multiple times to resolve the issue and refuses to return to the store. This arguably constitutes deadlock.
- ADR eligibility: NC's claim that ADR can't be offered is questionable. If EE cannot resolve the issue internally, the customer should be referred to the relevant ADR scheme (e.g., CISAS or Ombudsman Services).

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### ### 💬 Tone and Culture

- DJ's professionalism: DJ shows empathy, diligence, and a clear understanding of regulatory obligations.
- NC's rigidity: NC appears dismissive, procedural, and reluctant to take ownership or escalate, despite the customer's distress and DJ's valid concerns.

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### ### Summary

This exchange highlights a systemic failure to support a vulnerable customer, a potential breach of regulatory obligations, and a leadership gap in empowering frontline staff to do the right thing. DJ is trying to advocate for fairness and compliance, while NC is entrenched in a narrow interpretation of process that risks reputational and regulatory fallout.

Would you like help drafting a formal escalation or internal feedback based on this case?

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Since joining Noel's team, I have only ever had one one-to-one meeting with him. Several others were scheduled but cancelled, including two that he arranged after I messaged him about feeling under stress and struggling to perform my role. Both were cancelled, and after that, there was no further acknowledgment or support.

The difficulties are not limited to one individual, but this lack of follow-through has made things worse.

Separately, while reviewing internal communications, I saw a direct message from a colleague to Noel referring to me as "that moron Daniel Mark ...". The message appears to have related to my recent sickness absence. Noel was clearly aware of my absence, but I received no acknowledgment or support from him during that period. Seeing such language used about me, and left unaddressed, has added to a sense of hostility and isolation.

This is not a full account of the difficulties I have experienced. I have further evidence of similar cases and patterns of concern, which I can provide on request.

I am due to return to work tomorrow (Thursday). Given the circumstances, I do not believe it would be sustainable to return under the same management structure.

I therefore request:

1. That my compliance concerns be formally investigated, including whether the guidance being given to agents meets Ofcom requirements; and
2. That immediate arrangements be made to ensure a safe and supportive return to work – such as temporary reassignment to another manager or team – while this matter is reviewed.

Please confirm receipt of this email and advise what can be arranged in the short term regarding my return.

Thank you for your time and understanding.

Daniel Jackson

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**From:** Daniel Jackson <[x101@live.co.uk](mailto:x101@live.co.uk)>

**Sent:** Thursday, October 30, 2025 1:29:52 PM

**To:** [hr.query.ire@infosys.com](mailto:hr.query.ire@infosys.com) <[hr.query.ire@infosys.com](mailto:hr.query.ire@infosys.com)>

**Subject:** Exploring options to improve performance 617692612

Dear HR,

I'm getting in touch because I've been experiencing some difficulties in my current role that have been affecting my attendance and wellbeing. I want to find a constructive way forward and can see two possible paths that might help me perform at my best:

- Option 1: Move to a team that is fully work-from-home, and where my working hours align more closely with the team leader's. This comes from ongoing difficulty getting help, particularly when my current team leader is not available - at present, only three out of my five weekly shifts are shared with my TL, Noel Curran.
- Option 2: Transfer to a Tech Support role, which may be a better match for my skillset. I'm not sure whether Tech Support positions are available for work-from-home agents, but I'd appreciate any information you can share.

I would like to be an agent who provides genuine and effective support to BT and EE customers, and I believe finding the right structure and environment would allow me to

do that consistently.

I'd be grateful for any guidance on whether either of these paths could be explored, or if there are other options HR would suggest.

I'm very happy to go into further detail about the issues that have led to my current situation if that would be helpful.

Thank you for your attention and understanding,

Daniel Jackson

EIN: 617692612