
ChatGPT ref

Daniel Jackson <x101@live.co.uk>

Fri 28 Nov at 23:17

To: Daniel Jackson <dmjdmsr@googlemail.com>

Sent from [Outlook for Android](#)

From: Daniel Jackson <x101@live.co.uk>**Sent:** Friday, November 28, 2025 5:36:57 PM**To:** David Sheridan <david.sheridan@infosys.com>**Subject:** Re: Support Arrangements for This Weekend

Hi Dave,

Thank you very much for your reply and for clarifying who will be available this weekend.

I do need to raise two brief points while I await a response from Employee Relations. As noted, I have emailed ER three times since Monday, but I have not yet received any reply. I appreciate this is not your responsibility; however, the continued silence is causing real uncertainty, and I am left without a clear line of communication while trying to work within ER's interim arrangements.

I still have no guidance on the timescale for the grievance process or the expected timing of the investigation meeting. I also requested the employee handbook and relevant policy documents from both HR and Employee Relations last week, but these have not been provided.

I fully understand this may fall outside your remit, but given that all support structures at the weekend, apart from Colm, involve staff referenced in my grievance, I would be grateful for any assistance in helping me get a response from ER so I can proceed with clarity.

Thank you again for your help.

Daniel

From: David Sheridan <david.sheridan@infosys.com>

Sent: Friday, November 28, 2025 4:39:48 PM

To: Daniel Jackson <x101@live.co.uk>

Subject: RE: Support Arrangements for This Weekend

Hi Daniel ,

Thanks for reaching out.

In regards your support over the weekend , Colm is working on Saturday / Sunday Jessica O Driscoll is there for support until 4.30pm.

On both days Keelyn Ryan will also be available for support until 8pm.

Dave

From: Daniel Jackson <x101@live.co.uk>

Sent: 28 November 2025 16:18

To: David Sheridan <david.sheridan@infosys.com>

Subject: Support Arrangements for This Weekend

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

Hi David,

I hope you don't mind my contacting you directly. Anthony Kielthy has suggested that I reach out to you regarding my current working arrangements.

As you may be aware, I am currently in a grievance process, and I have been seeking guidance from Employee Relations on a few practical points relating to my working arrangements. I have emailed Employee Relations three times since Monday but have not yet received a reply.

I am therefore getting in touch as I am currently unsure what my support arrangements will be over the weekend. My shifts are 09:00 to 17:30 on both Saturday and Sunday. I understand that Anthony and Colm may be working at some point on Saturday, but I am not sure when their hours overlap with mine, and I believe both are off on Sunday.

My grievance directly concerns the Billing Support Group Chat, and it is specifically guidance on the appropriate and safe use of this support structure that I have been waiting for from Keith. Without clarity on how I should access support, especially during weekend shifts, I am uncertain how to proceed.

Any clarification you can provide before the weekend would be greatly appreciated.

Thank you,

Daniel

EIN 617692612