



Daniel Jackson <dmjdmsr@googlemail.com>

ChatGPT ref

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

Fri 28 Nov at 23:18

Sent from [Outlook for Android](#)

From: Daniel Jackson <x101@live.co.uk>
Sent: Thursday, November 27, 2025 3:28:32 PM
To: Employee Relations Ireland <emprelations.ireland@infosys.com>
Subject: Re: Grievance Process and Interim Arrangements

Hi Keith and Deirdre,

I wanted to follow up as I have not yet received a response to the emails I sent on Monday, including the one I sent at 6pm when I went into meeting code due to a lack of guidance.

I feel it is important to clarify what has happened over the last few days, as the working arrangement remains unclear and this has led to further difficulties.

1. Monday's support gap

Due to technical issues at the start of my shift on Monday, I was unable to take calls immediately. Once those were resolved, I was still without any guidance because I had not heard back from Colm since the previous Thursday. I began drafting an email to Employee Relations to ask how to proceed, but I stopped when Colm finally contacted me around 15:30.

2. No response from Employee Relations

I emailed Employee Relations before my shift on Monday morning, and again at 18:00 when I went into meeting code because I did not have any safe or appropriate avenue for support at that time. I still have not had any reply.

3. Missing documentation

Last Tuesday I requested the employee handbook and relevant policy documents from HR, and on Monday I asked again through Employee Relations. I still do not have these documents. Having them is important in understanding my rights and responsibilities during this interim period.

4. Confusion during today's call with Colm

My conversation with Colm this afternoon became highly confused. He appeared to believe I was avoiding calls, when in fact I had been emailing Employee Relations for direction and was following the instructions given to me about who I may and may not contact. This was an uncomfortable situation and is exactly the kind of scenario I am trying to avoid during the review period.

5. Team leaders referenced in my grievance

As many team leaders are named in my grievance, it is essential I have clear, written confirmation about who I may safely contact and whether the Billing Support chat is appropriate to use.

To avoid any further misunderstandings and to ensure I can work safely and consistently, could you please confirm in writing:

1. Whether I am permitted to use the Billing Support chat.
2. Which team leaders I am allowed to contact for support at times when Colm is not working.
3. When I can expect the employee handbook and the other policy documents I requested.
4. What the next steps and approximate timeline are for the investigation meeting.

I remain committed to working and doing so in a safe and properly supported way. Clear written guidance on these points will prevent further confusion and allow me to manage my duties appropriately.

Thank you,
Daniel

Sent from [Outlook for iOS](#)

From: Daniel Jackson <x101@live.co.uk>
Sent: Monday, November 24, 2025 6:18:21 PM

To: Employee Relations Ireland <emprelations.ireland@infosys.com>
Subject: Re: Grievance Process and Interim Arrangements

Hi Keith,

I just wanted to make you aware that Colm has finished for the day. As I am on shift until 21:00, this leaves me without the support structure you outlined in your interim arrangement.

Given the nature of my grievance and the commitments made regarding safe support, I want to be sure I am following the correct process. Could you please advise whether I should continue with calls this evening without a team leader available, or whether I should pause work until appropriate support is in place?

Thank you,
Daniel

Sent from [Outlook for Android](#)

From: Daniel Jackson <x101@live.co.uk>
Sent: Monday, November 24, 2025 8:13:54 AM
To: Employee Relations Ireland <emprelations.ireland@infosys.com>
Subject: Grievance Process and Interim Arrangements

Hi Keith,

Thank you for your detailed email on Friday and for the steps the Company has taken so far. I appreciate the clarity, the interim arrangements, and the goodwill gesture regarding pay. It has made a meaningful difference, and I am grateful.

I am logging in as normal today and will contact Colm at the start of my shift, in line with your instructions. My intention is to return to work smoothly and constructively. While I understand that Colm will not be aware of the details of my grievance, I trust that directing any escalations or support queries to him will be an appropriate temporary measure, and that if anything arises that causes concern, I can contact Employee Relations for guidance.

I would be grateful if you could clarify Colm's working schedule, as I imagine it

does not mirror my own (Monday, Thursday and Friday 12:30 to 21:00, and Saturday and Sunday 09:00 to 17:30). If indeed our schedules do not fully align, I would appreciate confirmation of the reporting arrangements that will apply during the periods where our shifts differ. Having clarity on this will help me manage my work sensibly and avoid any repeat of the issues described in my report.

I also wanted to ask about the next steps in terms of timeline. You mentioned that I will be invited to an investigation meeting, and I would appreciate an indication of what that meeting will involve and when I might expect it to take place.

Separately, I emailed HR last Tuesday requesting a copy of the employee handbook. I have not yet received a response within the stated 72-hour timeframe, so I would be grateful if you could provide this along with the Company's Disciplinary and Grievance Policy and any other relevant documents.

Finally, although I understand there are currently no remote Tech Support vacancies, I would appreciate it if my interest could be kept on record should any opportunities arise in future.

Please let me know if there is anything further required from me as I resume work today.

Thank you again for your support.

Daniel
EIN: 617692612