

I am writing to the Employment Tribunal in resolving the dispute between me and Samsung Cambridge Solution Centre Ltd(SCSC).

Background of the Dispute:

I am an immigrant from India, joined SCSC as Tier2 General Visa Employee on 27-January-2020 for the role Senior DevOps Engineer. My nature of work was to maintain and administer almost all the Applications used by various internal users of SCSC and Connectivity Team across all geographic locations of Samsung Corporations. After spending nearly 15 months of stressful tenure in this role, I have resigned on 31-July-2021 by issuing three months prior notice(on 5-May-2021). The reason behind my decision, as a matter of fact, was to get away from the immense stress(many times unmanageable) caused by my Line-Manager's nature of managing work responsibilities at various timelines during my tenure in SCSC.

Due to such highly demanding business needs, working on extra hours had become a daily routine. Hence I had been working extra-hours (forced by the tickets assigned on to me by my Line Manager). On many occasions, The Line Manager(Mark Humphrey) had thrust upon with me many system outage tasks on non-business hours and non-business days, citing as business critical applications. Those extra hours amount to a minimum of 500+ hours since we went in lock-down last year (13-March-2020). Though I requested compensation for quite a few times from Line Manager verbally, he carefully avoided those requests and kept on insisting me to work on such tasks. Being an immigrant, I could not raise this concern further in order to preserve my visa status until I served my notice to resign. As they are overtime hours I need to be compensated for 750 hours (500 X 1.5) in total.

During my notice period, I have raised this concern to compensate the extra hours I worked, both informally and formally, with the Management Team as Time in Lieu period for my notice period. But HR Head(Beth Summers) rejected this request and denied that SCSC won't compensate for those extra hours.

So I have formally raised Grievance on 07-June-2021. The Outcome of the grievance appeal was, though SCSC accepted the extra hours I worked But still refused to compensate, citing as voluntary work on 14-July-2021.

Subsequently I contacted ACAS to try to resolve this dispute on 21-July-2021 and had a reconciliation with ACAS representative. As a result, ACAS representative wrote to SCSC. But SCSC dismissed the reconciliation notice.

As I ran out of all formal and informal options to settle this dispute, I lodging a claim with the Employment Tribunal to resolve the dispute.