

Omar Nazir

Date: 14 July 2026
Our Reference: DOL/9BC837D2
Document Type: Letter

Dear Omar Nazir,

This letter confirms the outcome of the disciplinary hearing held on 18 March 2025 regarding your role as Customer Success Manager.

During the hearing, the concerns raised related to three instances of incomplete CRM notes and two missed internal deadlines.

One client complaint was linked to a missing pallet, which was traced to incomplete handover details on your part.

While you acknowledged some delays, you disputed that these directly caused the pallet allocation issue.

Following a thorough review of the facts and your representations, a first written warning is being issued.

This warning highlights the need for improved adherence to CRM note completion and meeting internal deadlines to prevent further operational issues.

It is expected that you will complete a formal report-writing course within the next six weeks to support these improvements.

Additionally, you will attend weekly 30-minute time-blocking coaching sessions with your manager to aid with time management and task prioritisation.

You are required to update the CRM system within 24 hours of any client contact to ensure all information is current and complete.

Your performance and progress against these expectations will be formally reviewed after 12 weeks using agreed metrics.

You should take this opportunity to address the issues identified and comply with the support arrangements set out above.

Should you disagree with this decision, you may appeal in writing to the HR department within 10 working days from the date of this letter.

Your appeal should state your grounds for contesting the warning.



LETTER DETAILS

Employee
Omar Nazir

Role
Customer Success Manager

Case type
Issue First Written Warning

Reference
HRA-9BC837D2



KEY DATES

Completed
14 July 2026

The appeal will be heard by a senior manager who was not involved in the original hearing, within 15 working days of receipt of your appeal.

During the appeal, you will have an opportunity to present further evidence and call witnesses if you wish.

[Employer's authorised signatory]

Yours sincerely,

For and on behalf of HRHeaven QA Sample Employer