

Aidan Shah

Date: 14 July 2026
Our Reference: DOL/B5874BD3
Document Type: Letter

Dear Aidan,

I am writing to follow up on our informal discussion that took place on 22 September 2025 concerning some recent performance matters. This letter sets out the key points from that conversation, clarifies expectations moving forward, and explains the next steps in the review process.

During our meeting, we discussed recurring incidents where deployments were carried out without appropriate notification to all relevant stakeholders. In addition, rollback and mitigation steps were not consistently documented in incident tickets. These issues have led to longer resolution times and increased demands on the on-call team, impacting overall operational efficiency. It is important to be clear that this feedback is intended to support your development in your role as Software Developer.

We appreciate the effort you put into your work and understand that challenges can arise in complex technical environments. Our goal is to ensure that the incidents and deployments proceed smoothly with effective communication and documentation to minimise disruption.

Following our discussion, we agreed on the following expectations for improvement:

- Provide timely notifications for all incidents and deployments to the relevant stakeholders to ensure awareness and readiness.
- Document rollback and mitigation steps comprehensively in incident tickets to facilitate swift incident management and resolution.
- Respond to on-call pages within 30 minutes during the rota windows to support the team and maintain service reliability.

These expectations aim to foster more effective collaboration and reduce operational risk.

We will review progress against these expectations on 1 November 2025. This review will help us understand how the improvements are embedding and whether any further support or adjustments are needed.

Please consider this letter as part of our informal performance management process. It is intended to support you and should



LETTER DETAILS

Employee
Aidan Shah

Role
Software Developer

Case type
Issue Informal Performance Warning

Reference
HRA-B5874BD3



KEY DATES

Completed
14 July 2026

First review
01 November 2025



REVIEW CONTROL

Review dates, standards and measurements should remain clear, measurable and recorded in writing.

not be viewed as a formal disciplinary action. Your commitment to meeting these expectations is appreciated, and we encourage you to discuss any concerns or questions you may have at any point before the review date.

As always, we recommend you familiarise yourself with our internal policies and procedures regarding performance management. Should you require any additional guidance or support, please do not hesitate to reach out.

[Employer representative name]

[Employer representative job title]

Yours sincerely,

For and on behalf of HRHeaven QA Sample Employer