

Hannah Reed

Date: 14 July 2026
Our Reference: DOL/C49878A6
Document Type: Letter

Dear Hannah,

This letter follows our informal discussion on 25 March 2026 regarding some recent concerns relating to your punctuality and completion of patient correspondence in your role as HR Business Partner.

During our meeting, we discussed two instances of late starts to your rostered working time. Additionally, there were two occasions where patient correspondence was incomplete upon your handover, necessitating manager rework. This impacted the smooth running of the clinic and delayed communication with patients.

Following our discussion, we agreed on expectations to support your improvement and continued success within your role. Specifically:

- You are expected to arrive by your rostered start time consistently.
- All patient correspondence should be fully completed and finalised by the end of the clinic day to prevent delays.
- If you anticipate any delays in completing correspondence or other work, please escalate these promptly to your line manager.
- Where you encounter unclear or ambiguous cases, please seek clarification in a timely manner to avoid errors or rework.

This informal warning allows us to highlight these issues in a supportive manner and provide an opportunity for improvement.

We will review your progress on these points by 22 April 2026 to confirm whether expectations have been met.

Should there be a need for further action, this will be discussed with you following that review.

Please continue to approach your manager if you have any questions or require support in meeting these expectations.

[Manager's Name]

[Manager's Title]

Yours sincerely,



LETTER DETAILS

Employee

Hannah Reed

Role

HR Business Partner

Case type

Issue Informal Warning

Reference

HRA-C49878A6



KEY DATES

Completed

14 July 2026

First review

22 April 2026

For and on behalf of HRHeaven QA Sample Employer