

Amina Yusuf

Date: 14 July 2026
Our Reference: RTWS/760224A1
Document Type: Letter

Dear Amina,

I hope this letter finds you well. Thank you for attending the return-to-work meeting on 25 May 2026 following your recent period of short-term sickness. This letter summarises the discussion and agreed arrangements to support your return to your role as Customer Support Advisor at our Norwich base.

As you are aware, you returned to work on 20 May 2026 after experiencing dizziness which led to you leaving early on that day. You reported feeling dizzy and anxious about lone visits during your shifts supporting the Customer Service team, particularly with the mobile check-in system and the rural care rotas.

Your line manager, Tom Brennan, observed signs of paleness and slowed responses during your shift on 20 May, which prompted concern about your immediate safety and the risk associated with lone working at this time.

Prior to your return, informal shift swaps and one-off cover were arranged to assist you during your absence and transition back.

Review Schedule

Review	Owner	Due Date	Evidence Required	Status
Initial review	Tom Brennan (Line Manager)	25 May 2026	Review notes	Scheduled
Final review	Tom Brennan (Line Manager)	20 May 2026	Outcome record	Pending

During the meeting, we discussed your symptoms and the circumstances relating to your early departure on 20 May. You confirmed that if your dizziness persists, you will consult your GP and provide any necessary fit note as appropriate.



LETTER DETAILS

Employee

Amina Yusuf

Role

Customer Support Advisor

Case type

Return-to-Work Meeting

Reference

HRA-760224A1



KEY DATES

Completed

14 July 2026

First review

25 May 2026

Final review

20 May 2026

Owner

Tom Brennan (Line Manager)



SUPPORT NOTE

Keep the record factual, avoid unnecessary medical detail and review any support or workplace adjustment actions with the employee.

To support your safe return, we have agreed to put in place temporary adjustments for a two-week period effective from your return date. These adjustments include:

- Reduced shift lengths to lessen fatigue and help monitor your wellbeing.
- Suspension of lone visits until we undertake a further review of your condition and safety on 8 June 2026.

Tom Brennan will oversee these adjustments in coordination with the rota coordinator as needed to manage shift cover for the Customer Service team.

These arrangements are consistent with our Sickness and Return-to-Work Procedure (Willow House Care v2.1) aimed at ensuring your health and safety while maintaining team operations.

You are encouraged to seek further medical advice if you continue to experience symptoms such as dizziness or anxiety related to lone working, and to provide any fit notes as issued by your GP to support ongoing management.

Tom Brennan will monitor your progress, ensuring the temporary adjustments remain appropriate and safe. A review meeting has been scheduled for 8 June 2026 to assess your condition and make any necessary further arrangements.

Please ensure you keep Tom informed of any developments concerning your health or ability to fulfil your work duties.

Before the review, the return-to-work meeting notes will be finalised, and the HR file updated accordingly. Please confirm you have a copy of these notes for your records.

[Line Manager's Signature]

Tom Brennan

Line Manager

Yours sincerely,

For and on behalf of HRHeaven QA Sample Employer