# Glasgow ex-postman wins tribunal case for wrongful dismissal



In a recent employment tribunal ruling in Glasgow, Andrew Drysdale, a 60-year-old former postman, has been awarded £4,734.36 in damages following his wrongful dismissal from Royal Mail. The case came about after Mr Drysdale was sacked for gross misconduct after an altercation with a customer regarding a parcel delivery.

The incident occurred in February 2024 when a customer alleged that Mr Drysdale failed to make an effort to deliver a parcel, stating he had been seen sitting idle in his delivery van. Mr Drysdale defended his actions by claiming that he had tried to deliver the parcel and had left a card at the address stating that the package had been handed over to a neighbour after three delivery attempts.

Tensions escalated when the customer, who is significantly younger than Mr Drysdale, confronted him during a subsequent visit. According to tribunal findings, after an aggressive exchange of words in which the customer challenged Mr Drysdale’s professionalism, the situation turned physical. The court documents state, "The customer was annoyed and replied that (Mr Drysdale) should do his job properly." As the confrontation continued, the customer reportedly approached Mr Drysdale menacingly while restraining his dog.

Mr Drysdale asserted that he felt threatened during this confrontation. The tribunal's judgement noted that the customer initiated the physical confrontation, striking Mr Drysdale first. Mr Drysdale responded defensively, resulting in a punch being thrown in an attempt to protect himself. The confrontation prompted involvement from neighbours and ultimately led to the Royal Mail being informed about the incident, with reports indicating that Mr Drysdale punched the customer twice.

After the incident, Mr Drysdale did not contact the police, as he believed the situation had resolved and preferred not to involve law enforcement during a visit from his grandson. Following the altercation, he suffered bruising to his hand, thigh, and arm and was subsequently suspended from his role before being dismissed without notice.

The tribunal determined that while Mr Drysdale’s actions were regrettable, they did not constitute a repudiatory breach of his employment contract. Employment Judge Shona MacLean noted in her ruling that the evidence presented by neighbours appeared embellished and implied that the customer’s account of the events lacked reliability. The judge concluded that Mr Drysdale was entitled to a proper notice period, which he did not receive.

In response to the tribunal's findings, a spokesperson for Royal Mail stated, “We acknowledge the findings of the employment tribunal including their finding that the dismissal was fair. We take reports of violence very seriously and will investigate any incidences fully.”

Source: [Noah Wire Services](https://www.noahwire.com)

## References

* <https://www.gov.uk/employment-tribunal-decisions> - This URL does not provide specific details on Andrew Drysdale's case but is relevant to understanding employment tribunal procedures and decisions in the UK. It could be used to find similar instances where employees have been awarded damages for wrongful dismissal.
* <https://www.bbc.co.uk/news> - The BBC news website often covers employment tribunal rulings and could potentially provide details on the Royal Mail case if it has been widely reported.
* <https://www.royalmail.com> - This link could provide company statements related to their policies and responses to incidents involving their employees. While it may not directly mention the Andrew Drysdale case, it could offer insights into how Royal Mail handles such situations.
* <https://www.kingsleynapley.co.uk/insights/blogs/employment-law-blog/tribunal-claims> - This URL provides insights into employment law, including wrongful dismissal cases that might have gone to tribunal. It could be useful in understanding the broader context of employment law in the UK.
* <https://www.humanresourcesonline.net/employer-branding/royal-mail-returns-to-pre-pandemic-working-hours/> - This link discusses Royal Mail's policies and practices, which could inform about their approach to employee conduct and discipline, even if it does not directly address the Drysdale case.