



What to Do If Your Pay Is Wrong or Missing

Check the shortfall, contact payroll and keep a clear record of what is owed.

For care workers in England, Scotland and Wales. Northern Ireland has separate employment rules: contact the Labour Relations Agency. General information, not individual legal advice. Rights depend on employment status, contract and circumstances. No assessment or certificate.

What to do now

Compare the payslip with your contract, agreed rate, timesheet and bank payment. Separate missing hours, deductions and expenses so payroll can trace each item. Report the problem promptly to the payroll contact or manager. If it leaves you unable to meet essential bills, explain the urgency and ask whether an interim payment is possible.

What to ask

Ask which pay period and cut-off date were used, whether all approved shifts were included, and the reason for each disputed deduction. Ask for a written calculation and a date for correction. For travel between visits, identify the actual journeys and time involved rather than assuming the mileage allowance answers every pay question.

What to record

Make a dated list: hours worked, expected gross pay, payslip amount, amount received and the difference. Keep your own contract, payslips and relevant messages securely. Note who you contacted and what they promised. Do not remove service-user records to prove attendance; ask the employer to preserve and check the relevant visit records.

What to avoid

Do not wait through repeated paydays without following up. Do not sign an inaccurate timesheet or accept an unexplained deduction as correct. Avoid publishing bank details or accusations online. An internal complaint does not protect a tribunal deadline, so seek advice promptly if payment remains disputed.

Words you can adapt

Subject: Pay query for [period]. My payslip/payment appears to be short by [amount]. The items I would like checked are [hours/rate/deduction]. I have attached my own supporting records. Please confirm the calculation and when any correction will be paid. This is affecting [essential expense, if you wish to explain].

Where to get help

Acas or your union can explain options if payroll does not resolve the issue. Ask an adviser to check the deadline for your particular claim and dates; do not assume waiting for a grievance extends it. The Academy money-support guide can help you find practical support while the issue is being addressed.

Your next steps

- Check the pay period and calculation.
- Send a specific written query.
- Agree a correction date.
- Get advice promptly if unresolved.

Sources and further help

Acas: If wages are not paid

Acas: Employment tribunal time limits

Northern Ireland: Labour Relations Agency

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