Missing or incorrect pay

Check the figures and raise the shortfall in writing.

1 Work out the difference

Compare your contract, payslip, bank payment, hours and agreed rate. Separate salary, overtime, commission, holiday pay and deductions. Make a table showing each pay date, amount due, amount received and shortfall.

2 Ask for a correction

Send payroll or your manager a clear calculation and supporting records. Ask why the difference occurred and when it will be corrected. Check whether a deduction is required by law, authorised by the contract or previously agreed in writing. Not every deduction is unlawful.

3 If it is not resolved

Use the grievance procedure and contact Acas about your options. Different legal routes, look-back limits and deadlines can apply to wages, minimum wage and contractual claims. Keep raising the issue promptly; repeated shortfalls need advice rather than an assumed single deadline.

Remember
If the employer says it cannot pay or has become insolvent, ask about the official insolvency process and statutory payment routes. Avoid paying an upfront recovery fee without checks.

Protect your deadline. Internal procedures and Centre enquiries do not pause tribunal time limits. Rules depend on the event date and claim. Check current Acas guidance promptly; some urgent claims have much shorter limits.

Acas: checking unpaid wages

Acas: tribunal deadlines

Acas: current tribunal time limits