

**HR Procedure**

Underpayment

Procedure

Introduction

Cumbria County Council endeavours to ensure all of its employees are paid accurately and in a timely fashion, however it does recognise that there may be instances where an error or omission creates an underpayment of salary, and of which the employee may be unaware.

This procedure outlines the steps which can be taken to correct the position.

The main causes of underpayment are;

* + Non or late submission of paperwork by Manager or Employee
	+ Late authorisation of paperwork by Manager
	+ Incorrect data provision by Manager or Employee
	+ Input Error by Service Centre, Manager or Employee

It should be noted that responsibility remains with the line manager and employee (expenses) to ensure documentation is submitted in accordance with the payroll schedule to ensure payments are made on time.

Managers should be aware of the requirements and make every attempt to complete, submit and authorise paperwork accurately and in a timely fashion.

**Scope**

This procedure applies to all employees of Cumbria County Council.

**Principles**

To ensure any underpayment is dealt with in a timely manner and an additional payment made by the appropriate method, ensuring the employee does not suffer any undue financial hardship as a result of the error.

[Process](http://www.intouch.ccc/elibrary/Content/Intranet/536/671/5053/6001/41410105256.doc)

Upon discovery or notification of an underpayment the Service Centre will

* Investigate the circumstances of the underpayment
* Inform the Line Manager
* Correct the payroll/personal record to stop further overpayments
* Confirm action taken to the Line Manager/employee
* Process documentation in order for finance to make any additional payment agreed

The Line Manager will

* + Liaise with the employee in respect of the underpayment amount, the underlying reason and advise corrective action will be taken
	+ Provide to the Service Centre any further information required to correctly amend the employee record
	+ Conduct an internal investigation to ensure the circumstances do not arise again
	+ Monitor their budgets to ensure entries in respect of payments are reconciled

The employee will

* Notify their Line Manager or the Service Centre if they have reason to believe they have been underpaid

**Considerations**

**Financial Detriment and Employee Hardship**

* Identify the scale of the error, (amount, period of underpayment etc) and in conjunction with the Employee assess action required.
* Establish if the corrective action is such that the employee may be agreeable for the position to be resolved in the next payroll run.
* If the error would cause employee hardship if not resolved prior to the next payroll run, an emergency payment could be processed.
* If it is likely that the underpayment would cause severe employee hardship, the position may need to be resolved via a same day chaps payment.

It must be recognised that each scenario is individual to that employee and their own circumstances; therefore it is difficult to apply a ‘blanket’ approach. Each occurrence should be assessed individually.

Ensure the Line Manager and the employee are informed of all actions being taken in order for the position to be corrected, and the timeframe in which the payment will be rectified

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