



REGARDING UNDER OR OVER PAYMENT OF SALARY AND BENEFITS

DUTY OF CARE

Payroll Department have a duty to ensure payments of salary and benefits are in accordance with contracts

Staff have a duty to check the payments and benefits they receive to ensure that they are correct.

Managers/Liaison Officers have a duty to inform payroll in writing of terms and conditions of service for all employees and of any changes to the original terms and conditions.

IF UNDERPAYMENTS ARE DISCOVERED

Payroll will make every effort to calculate the correct figures and pay the back pay on the next available pay day.

In cases causing undue hardship to the employee concerned an interim payment by cheque or bank transfer will be considered, if supported in writing by the employees manager.

IF OVERPAYMENTS ARE DISCOVERED

The employee will be immediately informed verbally and then in writing.

The circumstances surrounding the overpayment will be examined to determine whether it is reasonable and equitable to make an immediate recovery. If so, then the employee will be informed of when this recovery will be made.

If appropriate the offer of a repayable loan will be made equivalent to the net value of the overpayment, over terms to be agreed with the employee but not exceeding 12 months. The loan will become fully repayable if the employee leaves before the last instalment has been reclaimed. Recovery of any loan through payroll will need to be authorised by the employee.

If there is doubt over the reasonableness of recovery, then independent legal advice will be sought.