

## Handling unpaid wages

If wages have not been paid, employers should:

- keep workers informed
- fix the issue as soon as possible

### Keeping workers informed

Employers should tell workers in writing as soon as possible if:

- they know that they cannot pay a worker on time
- there has been a delay in the payroll
- there has been a mistake in the payroll that means workers have not been paid the right amount

Employers should:

- let workers know how they're going to resolve the situation
- make any payments owed as soon as possible

If the issue affects a number of workers, the employer does not need to write to everyone separately. The employer can tell the whole group in writing at the same time. For example, in a group email.

If the issue only affects a few workers the employer should contact people individually. Employers should remember that pay can be sensitive.

Employers should offer workers the opportunity to discuss any concerns. For example, if late pay will cause any financial difficulty or bank fees.

### Repaying workers

As soon as an employer identifies a pay issue, they should:

- tell workers about it
- take steps to fix it

This will help workers to manage their finances so they can avoid penalties or charges.

If an employer does not pay workers, they will be in breach of contract.

A worker could make a claim for:

- any wages owed
- any losses they have suffered as a result of non-payment or late payment (for example, bank charges)

## Compensation

If employers are not able to pay on time, they could consider compensating workers. For example, they may want to pay any late charges workers get for not paying bills. This could help maintain a positive working relationship and avoid legal action.

## Get more advice and support

If you have any questions about unpaid wages, you can [contact the Acas helpline](#).

You can also find advice on GOV.UK on:

- [payroll](#)
- [getting financial help with statutory pay](#)