

Email Template: Wage Query Acknowledgement

For former employees. Replace all text in square brackets before sending.

Subject: We have received your wage query [Case Reference Number]

Dear [First Name],

Thank you for contacting us about your wage query. We appreciate you taking the time to raise this with us, and we understand that questions about pay can be stressful, particularly after you have left the university.

Your query has been received and logged under case reference [Case Reference Number]. Please quote this reference in any future communication with us.

What happens next

A member of the Employee Relations team will review the information you have provided. If we need anything further from you, we will let you know. We aim to provide you with an update within [insert service level timeframe].

How to contact us about your query

Please reply directly to this email if you have questions or want to share additional information or documents. Replying to this email ensures your message is linked to your case and reaches the right person.

Please do not send emails about this query to the wage query mailbox. Messages sent there may not be connected to your case, which could delay our response.

Your information will be handled confidentially in line with university policy and applicable employment legislation.

We appreciate your patience and will do our best to resolve this for you as quickly as possible.

Kind Regards,

Employee Matters Case Management