
Pay Dispute Policy

February 2026

Pay Dispute Policy

Scope

This policy is applicable to all employees of Danny Sullivan Group Limited (DSG) and its subsidiaries (Danny Sullivan & Sons Ltd, Diamond Construction & Engineering Recruitment Limited, and Danny Sullivan Group Academy Limited)

It does not apply to agency workers, agents, consultants, self-employed contractors, volunteers or interns unless otherwise specified in their contracts.

This policy does not form part of your contractual terms and conditions of employment, and DSG reserves the right to amend this policy at any time.

Overview

The purpose of this policy is to ensure that all employees of DSG are paid accurately and on time. This policy outlines the procedure for reporting and resolving discrepancies in pay, including underpayments, overpayments, and disputes regarding bonuses or commissions.

General Principles

- **Transparency:** DSG is committed to resolving all pay queries promptly and fairly.
- **No Retaliation:** No employee will be penalised or treated less favourably for raising a legitimate pay query or dispute in good faith.
- **Confidentiality:** All financial discussions and records related to pay disputes will be handled with strict confidentiality.

Dispute Resolution Process

Step 1: Informal Query

Before initiating a formal dispute, employees should check their pay slip against their records (e.g., hours worked, overtime approved). If a discrepancy is found:

- The employee should contact the Payroll Department, payroll@dannysullivan.co.uk or 02089611900 or their Line Manager via email within 5 working days of receiving their pay slip.
- Payroll will aim to provide an initial response or explanation within 5 working days.

Step 2: Formal Internal Dispute

If the informal query does not resolve the issue, the employee may submit a formal "Notice of Pay Dispute."

- **Submission:** The notice must be in writing to the HR team, hr@dannysullivan.co.uk, detailing the specific pay period, the amount in dispute, and any supporting evidence (e.g., timesheets).
- **Investigation:** HR/Payroll will conduct a full review of the employee's records.
- **Decision:** A written response detailing the findings will be provided within [14] days.

Step 3: Formal Grievance

If the employee remains dissatisfied with the outcome of the formal investigation, they may invoke the company's Grievance Policy and Process.

Corrective Actions

- **Underpayments:** If an error resulted in an underpayment, the company will typically process the missing amount in the next scheduled pay cycle. In cases of significant hardship, a manual "off-cycle" payment may be authorised by the Finance Director.
- **Overpayments:** In the event of an overpayment, the company reserves the right to recover the funds. A repayment plan will be discussed with the employee to ensure the deduction does not cause undue financial distress.

Record Keeping

All documentation regarding pay disputes, including emails, meeting notes, and revised pay slips, will be kept on the employee's personnel file for a period of 7 years.



Russell Deards
General Counsel & Company Secretary
1st February 2026