

Raising Issues and Concerns about Payroll, Recruitment, Pensions and HR Advisory Service

We always aim to provide a good service to our customers. Unfortunately things sometimes do go wrong and it's important that you know how to contact us when they do. Initial enquiries should be directed to the HR and Pensions Service desks:

HR Email:
 hr.customerservices@westsussex.gov.uk
 Telephone: 01243 642148

Pensions Email:
 pensions.feedback@westsussex.gov.uk
 Telephone: 01243 642148

If they can't resolve your query you should then contact the managers highlighted. Most issues will be sorted at the first stage, but if not you can escalate further in line with the chart below.

