

# Raising Issues and Concerns about HR and Payroll

Initial enquiries should be raised using the following contact details:

[hr.customerservices@westsussex.gov.uk](mailto:hr.customerservices@westsussex.gov.uk)

01243 642148

If they are unable to resolve your query, please contact the managers below. Most issues will be resolved at the first stage, but if not, you can escalate further.

**First Stage** – Raise your concern with the relevant Team Leader:

For queries concerning WSCC HR and Payroll

Amanda Marshall  
WSCC HR and Payroll Team Leader

[amanda.marshall@westsussex.gov.uk](mailto:amanda.marshall@westsussex.gov.uk)  
0330 222 5872

For queries concerning Schools HR and Payroll

Judy West  
Schools HR and Payroll Team Leader

[judy.west@westsussex.gov.uk](mailto:judy.west@westsussex.gov.uk)  
0330 222 5194

**Second Stage** – Raise your concern with the Capita Manager

Aaron Kemp  
Business Development Manager

[Aaron.kemp@westsussex.gov.uk](mailto:Aaron.kemp@westsussex.gov.uk)  
0330 222 8577

**Final Stage** – Refer to the WSCC Service Assurance Manager

Emma Ford  
Service Assurance Manager

[emma.ford@westsussex.gov.uk](mailto:emma.ford@westsussex.gov.uk)  
0330 222 2196