Date:

Name of the employee

Designation of the employee in the company

**Subject: Payroll error:**

Dear Mr./Mrs. ABC,

I am writing this letter to apologize for the error in the payroll due to which, the company did not pay you the salary of the last month. This kind of error has never been seen before and therefore, the company was unaware of it. I want to let you know that the error occurred due to a fault in the software the company uses for the automatic calculation of the payroll. I am sorry for the inconvenience that has been caused to you because of the buggy software.

I would like to request you to write the complaint letter to the manager of the company as well as the owner so that your issue can be resolved by keeping it on the highest priority. I assure you that your salary will be correctly calculated and will be delivered to you. I have already registered your complaint with complaint number [X].

I am again apologizing to you for the inconvenience that you have gone through. I assure you that this will not happen again.

Regards,

Sincerely,

HR