Template for writing to your boss about a workplace problem

Use this template if you're an employee who wants to raise a workplace problem with your boss in writing. Putting your concerns in writing can be helpful if:

- you've tried talking to your boss about the problem, but it hasn't been fixed
- you want to share relevant information or resources to support your request
- you want to keep a detailed record of the problem.

Before you start

Download and read **An employee's guide to fixing workplace problems** from fairwork.gov.au/workplace-guides

This guide will help you:

- check your workplace rights
- identify and clearly explain the problem
- gather information you can show to your boss
- understand your options if the problem isn't fixed.

Checklist: Using the template

- ☐ Read the example email on **page 2** to get an idea of what you could write to your boss.
- ☐ Copy and paste the template text on **page 3** into a new document or email.
- ☐ Replace the <red text> with details about your workplace problem and how you'd like it to be fixed.
- ☐ Add links or attachments with supporting documents, such as copies of your pay slips or information you've found on fairwork.gov.au
- ☐ Tips are included in [purple text] to help you complete the template. Delete these tips and change all text to black before you finish.
- ☐ Email is the best way to send information to your boss, or you can give them a printed letter if they don't use email. It's not a good idea to discuss serious matters by text message.
- ☐ Keep a copy of the email or letter for your records.

Example of a completed template

New message

To: john.manager@myworkplace.com

Subject: Follow up regarding pay issues

Hi John,

I'm writing to follow up on our discussion on 5 August 2026 about my hourly rate of pay being less than the current award rate.

I am concerned that the issue still hasn't been fixed. I'd like to explain my concerns so we can fix it as soon as possible.

I've checked the Fair Work Ombudsman's website and understand that my job is covered by the Storage Services and Wholesale Award. My understanding is that the award hourly pay rate for a full-time Storeworker grade 2 increased to $27.97 per hour on 1 July 2026. I am still being paid $26.70 per hour. Based on my calculations, I am currently owed $245.73 in backpay.

You can find information about the current award pay rates on the Fair Work Ombudsman's website at fairwork.gov.au/pact or by calling the Fair Work Infoline on 13 13 94.

I request that my pay rate is updated to the current award rate as soon as possible, and that any backpay I'm owed is paid in the next pay cycle.

I've attached the following documents to help you look into this issue:

- my last 4 pay slips
- the current award pay guide
- calculations for the amount of backpay I'm entitled to.

I would appreciate it if this issue could be fixed by 19 August 2026. If we can't fix the issue within the workplace, I may need to seek further help from the Fair Work Ombudsman.

Please let me know that you've received this email, what steps will be taken to fix the issue and by when.

I'm happy to discuss this further in person or over the phone, otherwise you can reply to this email.

Yours sincerely,

Jack Frost

Send

Template email or letter

Copy and paste all text between the dotted lines into a new document or email.

Hi <boss/manager's name>,

[This template assumes you have already spoken to your boss about the issue]

I'm writing to follow up on our discussion on <date> about <brief description of the issue>.

I am concerned that the issue still hasn't been fixed. I'd like to explain my concerns so we can fix it as soon as possible.

I've checked the Fair Work Ombudsman's website and understand that my job is covered by <name of award or agreement>. My understanding is that <briefly explain what the award/agreement says about the issue>.

You can find information about <specific issue> on the Fair Work Ombudsman's website at <insert link> or by calling the Fair Work Infoline on 13 13 94.

I request that <explain how you want the problem to be fixed>.

I've attached the following documents to help you look into this issue:

[List supporting documents such as pay slips, rosters, leave records, etc]

I would appreciate it if this issue could be fixed by <date>. [Include the next line if appropriate] If we can't fix the issue within the workplace, I may need to <outline your next steps, for example, seek further help from the Fair Work Ombudsman or another government agency, get help from your union, or get legal advice>.

Please let me know that you've received this <email/letter>, what steps will be taken to fix the issue and by when.

I'm happy to discuss this further in person or over the phone, otherwise you can reply to this <email/letter>.

[If you're giving your boss a printed letter, you may also need to include your postal address]

Yours sincerely,

<your name>

Contact us: 13 13 94 fairwork.gov.au/contact-us

This is general advice only. We've simplified the language and concepts for education purposes. For advice tailored to your circumstances you can call our Infoline, speak with your employer association or union, or seek independent legal advice.

© Copyright Fair Work Ombudsman. Last updated November 2026.