

26 April 2021

From today we are changing the way you can contact us to ensure that you get a high quality service and access to fast support when you need it.

Following feedback, we have re-introduced dedicated account management so that you will receive a more individual service. The information below explains how you can get answers to queries, contact your Account Manager or Payroll Officer and how to contact us with urgent queries.

We know that a large proportion of queries are for confirmation of receipt or for general information that can be found on our website.

If you have submitted a form to us you should have received confirmation of receipt by email or on-screen within IPSA Online. You can check the status of forms submitted within IPSA Online by following [these steps](#).

Payroll forms submitted before the 15th of the month will be processed before the next payday on the last working day of the month. Forms submitted after the 15th will be processed for the following pay run. Instructions on how to access your payslip can be found on the website [here](#).

We hope that these channels will enable you to receive a high-quality service in a fast and efficient way. If you have any feedback, please let your Account Manager know.

Best wishes

The IPSA Team

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## Website

The quickest and easiest way to find answers to general queries is to visit our [dedicated MP and MPs' staff website](#).

On the website you can find the rules of the Scheme, view guidance, download forms and follow step-by-step instructions on how to complete IPSA tasks.

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## Booking a call

As you know, we introduced the call-booking system during the pandemic and, for many people, this has been a valuable way to get answers to queries.



To speak to your dedicated Account Manager or Payroll Officer going forward, you can book a call using the [booking system](#) and they will contact you at the allocated time. You can find information about your IPSA team on our [Contact us](#) page.

For general queries, please [check the website](#) before booking a call as you may be able to find the answer there.

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## Email

Similar to the call booking system, if you have a query for your dedicated Account Manager or Payroll Officer, you can email [info@theipsa.org.uk](mailto:info@theipsa.org.uk) or [payroll@theipsa.org.uk](mailto:payroll@theipsa.org.uk).

Your email will be directed to your team and someone will get back to you. Our aim is to get back to you within 5 working days but we'll reply sooner if we can.

For general queries, please [check the website](#) before sending an email as you may be able to find the answer there.

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## Call the support team

From today you will be able to call us on 020 7811 6400 with urgent queries. Your call will be answered by a member of the team, not necessarily your Account Manager or Payroll Officer, who will try to resolve your issue or will forward to a member of the team.



We want to be able to respond quickly to urgent queries so please only use this service if your issue is time critical.

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Payment card lines for March 2021 and earlier months must be completed by **30 April 2021**. If any lines for February or March are reconciled after this date, they will be allocated against your 2021-22 budgets. If there are any lines not reconciled from before February, we will mark these as 'Cost not reconciled' and seek repayment from you.

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If you are having any issues reconciling your payment card lines, please [book a call](#) with your Account Manager.

