

Agency Care Charter

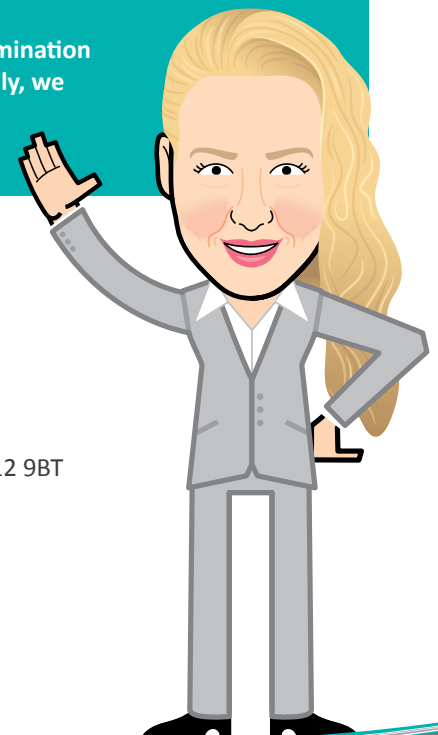
Our Commitment to Agencies...

Once a recruitment agency has chosen to use RACS Group as their payroll provider, our Agency Care team is responsible for managing the relationship between both parties. Agency consultants may engage with a Regional Account Manager, as well as our Registrations and Payroll departments, but Agency Care is designed to add genuine additional value to the partnership.

This six-point charter articulates the primary activities and behaviours of the Agency Care team and will serve as the foundation of our commitment to maximising the mutual benefit of our commercial relationship.



- 1 The Agency Care team will answer all calls and other correspondence in a professional, transparent, fair and timely manner.
- 2 The Agency Care team will endeavour to keep agencies fully informed of all Government legislation and other initiatives which will have a bearing on maintaining their compliance credentials and best practice.
- 3 The team will ensure relevant agency staff are kept abreast of all enhancements and changes of our internal processes and systems which impact on our working procedures.
- 4 The Agency Care team pledges to respond to all Preferred Supplier Lists (PSL) and Approved Supplier Lists (ASL) tender requests and questionnaires in a timely and professional manner.
- 5 We aim to maintain the professional integrity of the agencies we serve via the provision of training workshops, invitations to industry events and seminars, plus a monthly eNewsletter rich with relevant content.
- 6 We guarantee to operate to a strict code of operational conduct devoid of discrimination and whereby all communication will be treated in the strictest confidence. Equally, we would request that all our clients and customers adhere to the same values when in contact with the Agency Care team.



Customers can contact the Agency Care team by the following methods:

- ☎ 0845 604 0571
- ✉ agencycare@racsgroup.com
- 💻 racsgroup.com
- 📄 RACS Group, RACS Group House, Three Horseshoes Walk, Warminster, Wiltshire. BA12 9BT

Office Hours

Monday - Friday 9.00am - 5.00pm