

# Client Care Charter

## Our Commitment to Contractors...



Once a contractor has been fully registered and is actively being paid, our Client Care team is responsible for managing any issues they may have going forward. The department is committed to resolving problems, assisting with pay queries and providing helpful information to ensure the contractor fully understands every facet of their relationship with us.

The bedrock of the Client Care team is a six point Charter outlining our approach and methodology when dealing with all enquiries:



- 1 We guarantee to provide all our customers with a friendly, prompt and efficient service on the phone, by letter and via email.**
- 2 Telephone enquiries will be answered promptly and efficiently and emails responded to within 12 hours, during office opening times.**
- 3 All communications between our customers and RACS Group will be treated in the strictest confidence.**
- 4 We will treat each and every query fairly and equally.**
- 5 The Client Care team will act as your point of contact until your enquiry has been successfully resolved.**
- 6 We will be transparent and honest with you at all times. Equally, we would expect all our customers to adhere to the same codes of behaviour when contacting the RACS Group team.**

### Customers can contact the Client Care team by the following methods:

-  0845 604 0571
-  [clientcare@racsgroup.com](mailto:clientcare@racsgroup.com)
-  [racsgroup.com](http://racsgroup.com)
-  RACS Group, RACS Group House, Three Horseshoes Walk, Warminster, Wiltshire. BA12 9BT

### Office Hours

- Monday - Thursday 8.30am - 6.30pm
- Friday 8.30am - 6.00pm

