

RACS PSC Charter

Our Commitment to you...

Our RACS PSC team is responsible for managing our relationship with you. The team is committed to resolving problems, assisting with pay queries and providing information to help you run your limited company.





The bedrock of the RACS PSC 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, via email or by letter.
- 2** Telephone enquiries will be answered promptly and efficiently and emails responded to within 24 hours, during office opening times.
- 3** All communications between our customers and the RACS PSC team will be treated in the strictest confidence.
- 4** We will treat each and every query fairly.
- 5** The RACS PSC 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 PSC team.



Customers can contact the RACS PSC team by the following methods:

-  0845 604 0571
-  info@racspsc.com
-  racsgroup.com
-  RACS Group, RACS Group House, Three Horseshoes Walk, Warminster, Wiltshire. BA12 9BT

Office Hours

Monday - Friday 9am - 5pm