

EMPLOYER CHARTER

Our promise to you

We will:

- Keep you informed of our products and services
- Respond to new enquiries with accurate information sent out the same day
- Where possible suggest an alternative contact if we cannot provide the required business solution
- Identify an appropriate business solution based upon your needs
- Agree how we will measure and monitor the impact of the business solution on your organisation
- Agree a level of service with you prior to commencement of your business solution
- Provide clear information relating to all fees for our services
- Provide essential information such as dates, times, content, assessment, success criteria, commitment required and how we will report absences and the progress of your employees
- Deliver your business solution:
 - 1) Using highly qualified and experienced staff
 - 2) With appropriate resources
 - 3) Via flexible methods that meet the needs of your workforce
 - 4) In the time period we agree in your service level agreement

We aim to treat all our customers fairly and welcome your comments about our service:

- If you are unhappy with any aspect of our service we will:
 1. Give you an initial response within five working days
 2. Investigate your complaint thoroughly
 3. Keep you up-to-date with progress if an immediate response cannot be given
 4. Give you a full response within 10 working days

Equally if you have a suggestion, we would be pleased to hear from you through our 'Have We Got It Right' form on our website www.accrossbusinesssolutions.co.uk

accross Business Solutions actively promotes
equal opportunities for all of its customers.