

Customer Service Policy

Accomplish Today endeavour to provide you with the best possible service at all times. If you would like to provide any feedback, provide possible service improvements or make a complaint. Please contact us, details are set out below. Accomplish Today aim to respond within 1 or 2 working day's.

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t: (01582) 433706

e: go@accomplish.today

Accomplish Today customer service policy is reviewed on an annual basis to ensure effectiveness and to reflect changes within the organisation.

COURTESY

All Accomplish Today consultants will adopt a customer centric approach to the delivery of customer service. All consultants will be knowledgeable, professional and courteous in meeting the needs of our customers.

COMMUNICATION

Accomplish Today will return phone calls and emails received from clients and registered candidates and applications within an agreed timescale. If we are unable to meet this requirement, we will inform you of this as soon as possible and agree a new deadline.

CONSISTENCY

As part of our commitment to upholding professional standards, we review our policies on an annual basis to ensure that they continue to meet business needs and APSCo's code of professional practice.

COMPLAINTS

Accomplish Today seek fair, just and prompt resolution when possible to any complaints and appeals. All such issues should be directed to the Managing Director in the first instance, where they will be acknowledged and directed to the attention of the appropriate person. A complaints process is in place for any disputes.

BUREAUCRACY

Wherever possible, without compromising our legal and professional standards, we strive to reduce the burden of unnecessary paperwork.