

What you can expect from us

We are committed to providing the best service and support to our customers. Our customer service charter sets out our commitment to you and outlines the standard of service that you can expect in your dealings with us.

OUR COMMITMENTS TO YOU

Easy access

Provide the means to engage with us 24 hours a day, 365 days a year, with flexible communication options to meet your needs, even when you're on the move.

Exam results

We will make exam results available online, via email and by text message as quickly as possible following each exam session.

Continuous improvement

We will continuously improve our processes and the way we do business with you by actively seeking your feedback on our services to ensure they continue to meet your needs.

If things go wrong

We are committed to providing excellent customer service at all times. There may be rare occasions when our service falls below an acceptable standard. For more information on the ACCA Complaints Policy visit 'unhappy with the service you have received' at accaglobal.com Please send full details of your complaint:

by email: complaints@accaglobal.com

We aim to handle 95% of customer complaints within five working days.

90%

of applications received online processed

within three working days

80%

of telephone calls answered

within 20 seconds

80%

of emails responded to

within two days

80%

of web chats handled

within 30 seconds