



Specialist Cleaning & Facilities Management

RCCN Customer Care Policy

Our customer care policy is based on our belief that all of our clients have the right to be treated with respect.

Well-trained workforce

Our key to a high level of service quality that shows we care is a motivated, well trained, spirited workforce, skilled in the art of customer care, working together with a service strategy to ensure that contact with RCCN employees is always perceived as a pleasant experience by our clients.

Exceptional service

We are committed to providing an exceptional service, which gives best value for money to our clients. As part of that commitment we will continue to develop and define ways in which we can enhance and monitor the effects of our service delivery, and to ensure that the outcome of this, is what our clients want and indeed expect.

Dedicated Site Manager

It is always our intention to get things right first time, but should we get it wrong we want our clients to feel comfortable about discussing any issues that may arise, with the dedicated site manager / supervisor, immediately. This helps to stop any discord developing, whilst also giving us both better insight into understanding of our client's needs and the opportunity to put things right as quickly as possible.

Continual improvement

Building long-term excellent business relationships with our clients is in keeping with our 'vision' to become the most recommended Cleaning & Support Services Company within the United Kingdom. To this end, we will continually develop new training strategies, which will help us to constantly improve customer care; keeping our clients happy, satisfied and loyal.

Mark Kiaie

Managing Director