

Customer Care Policy



RSR is committed to an ethos of ensuring we meet our clients' expectations and needs. Procedures are in place to provide RSR management with the feedback required to ensure continual improvement of overall project performance, including Health & Safety.

Risk Assessments and Method Statements are highlighted to all staff at site induction and awareness of Health & Safety is a priority. RSR aims to maintain a high level of customer service and regularly reviews procedures to continually improve customer service performance and our resources will be used effectively and efficiently, in order to provide the highest standard of service to all clients. RSR aims to create a positive experience to all customers and to create confidence in the company and the services we provide.

RSR monitors all activity to ensure we conform to the relevant standards expected by our clients, the relevant legislation and to continually improve and gain efficiencies.

Accident statistics for RSR are very low. On the occasion an incident has occurred involving one of our staff or subcontractors then, as well as the normal accident procedures taking place, there will be a review to assess how a similar such incident can be avoided or prevented in future.

Through our commitment to quality and customer service, we provide a service of the highest standard to our customers. Clients dealing with our team on site or who call the office will have their queries answered quickly and enquiries will be dealt with promptly and courteously. Where an immediate answer cannot be given, customers shall be regularly updated with the status of their enquiry until the enquiry is answered.

Any complaints made to RSR regarding either service or product will be taken very seriously. RSR will aim to give the customer a satisfactory outcome as promptly and courteously as possible. We target a response to the customer within 1 working day of receiving any complaint and to explain how the complaint will be dealt with. We will also keep the client appraised regularly on the status of their complaint if an immediate resolution is not possible.