

WHAT MATTERS MOST TO OUR CUSTOMERS

How easy it is to contact RBH

Every two years RBH undertakes a major customer satisfaction survey. These are the things which you have told us you most value.

RBH treating you as a valued customer

We will continue to work to improve our customer service, regularly monitoring how we are doing during our contact with you by telephone, in person and on-line and reporting on satisfaction levels to our Customer Panel.

RBH keeping you informed about the things that affect you

RBH employees keeping promises and commitments

Helpfulness of RBH employees