Quality and Customer Service Policy

Public summary | POL-37 | Version 2026.10.23

Reviewed and approved 23 October 2026 | Approved by the Managing Director

Soniclean (South Yorkshire) Limited aims to deliver the agreed cleaning standard consistently, whoever carries out the work.

Our quality commitments

Our quality commitments are set out in QM-01: meeting client and legal requirements, using consistent methods and equipment, choosing and briefing contractors carefully, checking work, correcting problems and continually improving.

Service and accountability

The directors lead the system. We use service checks, client feedback, objectives and management review to identify improvements. Complaints are acknowledged within one working day.

Our QMS programme

We are implementing our quality management system and working towards certification for the cleaning services within its scope. We do not currently claim ISO certification, and Soft FM is outside that certification scope.

Questions and concerns

Policy enquiries: compliance@soniclean.co.uk | 0114 437 2337

Ask for a director. If a concern involves one director, contact the other directly or use an appropriate external reporting route.

This is a summary of POL-37, version 2026.10.23. The full policy provides the responsibilities and procedures. Next scheduled review 23 October 2027.