

Complaints & Customer Care Policy

K Dean Building Services Ltd

Document Ref	KDBS-POL-COM-001	Version	1.0
Document Owner	Senior Management Team	Approved by	Company Director
Issue Date	16 August 2026	Review Date	16 August 2027
Approval Status	Approved	Copy Status	Public Controlled Copy
Review Frequency	At least annually	Approval Method	Director approval / controlled electronic record

1. Commitment

K Dean Building Services Ltd aims to resolve concerns promptly, fairly and professionally and to use complaints and feedback as a source of improvement.

2. How Complaints Are Managed

1. Record the concern and acknowledge receipt within a reasonable period.
2. Identify the responsible manager and gather relevant project information.
3. Investigate facts proportionately, including discussion with relevant employees, subcontractors or suppliers.
4. Provide a clear response setting out findings, actions and any next steps.
5. Escalate unresolved or serious matters to a Director.
6. Record corrective actions and lessons learned where appropriate.

3. Conduct

Complainants will be treated respectfully. Information will be shared only with those who need it to investigate and resolve the matter, subject to legal, contractual and data-protection requirements.

4. Contact

Complaints can be raised through the website contact route, by telephone on 020 3488 8522 or in writing to K Dean Building Services Ltd, 2 High Road, Eastcote, Pinner, HA5 2EW.

Director Approval

This document has been reviewed and approved on behalf of K Dean Building Services Ltd by the Company Director and will be reviewed at least annually, or sooner where legislation, company arrangements, client requirements or operational risks change.

This public controlled copy does not display a handwritten signature. Approval is recorded within the Company controlled-document system.

Approved on behalf of	K Dean Building Services Ltd
Approved by	Company Director

