

KNK Building Services Ltd welcomes comments, suggestions, complaints and constructive criticism relating to the services that it provides, or commissions, from all stakeholders. KNK is committed to ensuring that the Complaints Handling system meets or exceeds the requirements of ISO10002:2004 as well as all other relevant statutory, regulatory, financial, operational and organizational requirements.




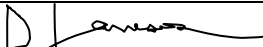
This policy and the supporting Complaints Handling process is fully documented, implemented and maintained by the SMT and communicated to all persons working for and under the control of the company and is available to all other interested parties.

The policy sets out the KNK complaints handling commitments within the scope of the company's operations which are appropriate to the nature and scale of the company's activities. It provides a framework for setting targets and objectives and for their review on an annual basis. These are contained within the Company Mission Statement and are reviewed annually during management reviews and form the basis for continual improvement.

KNK aims to improve company performance and to reduce customer dissatisfaction. This policy is reviewed periodically to ensure it remains relevant to the company and its activities and is continually improved to ensure the Complaints Handling process and its management remains efficient and effective.

All KNK staff, who have the potential for dealing with complaints have received appropriate training. The KNK Complaints Handling Representative is available to assist when advice or "on the spot" help is required. Any expression of dissatisfaction, however made, which suggests failure by the Company to perform a function or provide a service, will initiate the KNK Complaints Procedure. In considering complaints the following key principles will be adopted.

- ☞ **Accessibility and Openness** - Complainants will be able to make their views known as easily as possible
- ☞ **Confidentiality** - All complaints will be treated in strict confidence
- ☞ **Impartiality and Honesty** - The procedure will ensure that different points of view are listened to and investigated without prejudice.
- ☞ **Responsiveness** - The procedures will address the issues raised and aim to satisfy concerns expressed wherever possible.
- ☞ **Simplicity** - The procedures will be clear and simple

	Signature	Date
Operations Director		1 May 2009
General Manager		1 May 2009
Quality/Environmental Mgr		1 May 2009
Supply Chain/Partnering Mgr		1 May 2009