

Two procedures on one document, because they answer the same concern — work or service that falls short. Complaints: how a complaint from a client, a principal contractor, a neighbour, a member of the public or a supplier is received, logged, acknowledged, investigated, answered, closed and learned from; each goes on the log on the last page. A worker's grievance, a bullying or harassment complaint or a whistleblowing concern does not go on this log: it follows KD-PQ-WB-009 Whistleblowing Policy, KD-PQ-AH-011 Anti-Bullying and Harassment Policy or the employer's grievance procedure. Non-conformance: how work, a product or a service that does not meet its requirement is identified, recorded, contained, corrected, traced to its root cause, prevented from recurring, verified and closed; each is written up on the Non-Conformance Report KD-QA-SYS-007 and listed on the Non-Conformance Register KD-QA-SYS-008 — this procedure names them and does not replace them. The quality policy it serves is KD-PQ-QP-001; defects-period records are KD-QA-CO-008 and KD-HO-ED-012; a pollution incident is also reported on KD-ENV-IR-007; a complaint about personal data follows KD-PQ-DP-006. It can sit within a quality management system built on ISO 9001:2015 and claims no certification. It does not change any right a client has under its contract or the law.

Evidence for: CAS v5 Q127 — complaints and non-conformance · part of Q129 — quality review (the look-back, section 4) · Q141 — product defects (section 4).

What this procedure cannot supply: an assessor may ask to see it working — a closed complaint and a closed non-conformance report showing the cause found and the change made. Only real entries show that. One person may hold every role below, but where anyone else is available a non-conformance is closed by someone other than the person who fixed it.

The question numbers are Build UK's; the topic tags are ours. This document records what the business does; the assessment body decides what it accepts. Version 6 of the question set is due on 1 November 2026 and is not yet published — check the numbers against the version you are assessed on.

1 THE BUSINESS

COMPANY LOGO
add it in your PDF editor,
or print and paste it here

BUSINESS NAME

COMPANY NO.

PEOPLE EMPLOYED

VERSION

REGISTERED / TRADING ADDRESS

QUALITY AND COMPLAINTS LEAD (DAY TO DAY)

POLICY DATE

APPROVING DIRECTOR

POSITION

NEXT REVIEW DUE

2 WHETHER THIS APPLIES — MICRO-BUSINESSES

Constructionline's Gold and Platinum guide (February 2026) lets a micro-company answer Q127 "not applicable", and records an answer that falls short as advisory for a micro-company; the CAS v5 question set records Q127 as advisory for a micro-business. The assessment body decides. A business that wants the arrangement adopts the document below; one that does not ticks the second box and gives its reason.

☐ This business adopts the document below

☐ NOT APPLICABLE — this business is a micro-business and answers Q127 not applicable, for the reason below; the director signs the last section

REASON — IF NOT APPLICABLE

3 COMPLAINTS

A complaint is any dissatisfaction — spoken, written or online — about our work, people, site or service that expects a response; a snag is not one unless it is not put right when promised. Safety, security, pollution or property damage: made safe at once, then logged.

STEP — THIS BUSINESS'S RULE	WHO	WITHIN	RECORD
Receive whoever receives it takes the details politely, does not argue or admit liability, and passes it to the complaints lead			
Log the complaints lead enters it on the log with the next number and the date received			
Acknowledge in writing: who is dealing with it and when the complainant will hear			
Investigate by someone not involved where possible: the facts, photographs, people, contract and cause			
Respond in writing: what was found, what will be done and by when, and who to go to if not satisfied — a director			
Close when the action is done and the complainant told; record whether they were satisfied			
Learn the cause goes on the log; a cause in the work raises a non-conformance (section 4); repeats go to the look-back (section 4)			

HOW PEOPLE CAN COMPLAIN — THE CONTACT PUBLISHED

DIRECTOR FOR ESCALATION

4 NON-CONFORMANCE IN WORK, PRODUCTS AND SERVICES

A non-conformance is work, a product or a service that misses the specification, drawings, contract, a Building Regulations requirement or our own procedure. A snag fixed and re-checked on the inspection sheet is not one; anything that needs a decision is.

PROCEDURE — COMPANY FILE

KD-PQ-CN-017 Rev A0

Product defects that could affect building safety: quarantine the product and report in writing to the manufacturer or supplier, the client or principal contractor and, for an occupied higher-risk building, its accountable person — who holds or must repair the common parts (Building Safety Act 2022 s.72) — via the client if there is no direct contact.

LOOK-BACK: ALL QUALITY RESULTS TOGETHER	BY WHOM	RECORDED WHERE	LAST LOOK-BACK — DATE
1. Check for missing data 2. Check for outliers 3. Check for consistency 4. Check for completeness 5. Check for accuracy 6. Check for timeliness 7. Check for relevance 8. Check for reliability 9. Check for validity 10. Check for sufficiency	1. Check for missing data 2. Check for outliers 3. Check for consistency 4. Check for completeness 5. Check for accuracy 6. Check for timeliness 7. Check for relevance 8. Check for reliability 9. Check for validity 10. Check for sufficiency	1. Check for missing data 2. Check for outliers 3. Check for consistency 4. Check for completeness 5. Check for accuracy 6. Check for timeliness 7. Check for relevance 8. Check for reliability 9. Check for validity 10. Check for sufficiency	1. Check for missing data 2. Check for outliers 3. Check for consistency 4. Check for completeness 5. Check for accuracy 6. Check for timeliness 7. Check for relevance 8. Check for reliability 9. Check for validity 10. Check for sufficiency

ROLE	NAME	WHAT THEY DO UNDER THIS DOCUMENT
------	------	----------------------------------

HOW IT IS COMMUNICATED — THE DETAIL

LATEST BRIEFING RECORD — SHEET REF AND DATE NEXT BRIEFING DUE NEW STARTERS BRIEFED WITHIN

6 SIGNED FOR THE BUSINESS

SIGNED — PRINTED NAME	POSITION	SIGNATURE	DATE	NEXT REVIEW DUE
-----------------------	----------	-----------	------	-----------------

KD-PQ-CN-017 | Rev A0 | Issued 2026-09-13 | Effective 2026-09-13 | Next review 2027-09-13
Approved for issue by: Author — director, UK principal contractor, SMSTS. Not an independent review.
TEMPLATE ONLY. A policy commits the business that signs it: write in what this business actually does and can keep doing, strike out what it cannot, and hold the evidence the policy names. It is not legal advice, and holding it does not by itself satisfy any pre-qualification question or standard.
Basis: ISO 9001:2015; Building Safety Act 2022 s.72.
Check the current revision at kubitdocs.com before use. Printed copies are uncontrolled.
Built against the Common Assessment Standard question set, Version 5 (Build UK, July 2025). Independent — not affiliated with or endorsed by Build UK, Constructionline or any assessment body.

Complaints log — one line per complaint, numbered in order; keep it with the procedure

KD-PQ-CN-017 Rev A0

BUSINESS NAME	LOG KEPT BY	PERIOD FROM	PERIOD TO	SHEET NO.

Approved for issue by: Author — director, UK principal contractor, SMSTS. Not an independent review.
 TEMPLATE ONLY. A policy commits the business that signs it: write in what this business actually does and can keep doing, strike out what it cannot, and hold the evidence the policy names. It is not legal advice, and holding it does not by itself satisfy any pre-qualification question or standard.
 Basis: ISO 9001:2015; Building Safety Act 2022 s.72.
 Check the current revision at kubitdocs.com before use. Printed copies are uncontrolled.
 Built against the Common Assessment Standard question set, Version 5 (Build UK, July 2025). Independent — not affiliated with or endorsed by Build UK, Constructionline or any assessment body.

COMPLAINTS AND NON-CONFORMANCE PROCEDURE

continued

LOG — COMPANY FILE

KD-PQ-CN-017 Rev A0

R REVISION HISTORY

Every revision of this document, and every review that found nothing to change. The revision on the front of this sheet is the one you are holding — check kubitdocs.com for the current one before use.

Rev	Date	Class	What changed	Authorised by
D0	2026-09-13	first-issue	First issue.	— not yet approved —
A0	2026-09-13	review	Approved for issue by the author. Content unchanged from the reviewed draft; the draft status strip is removed. No independent third-party review has been carried out.	Author — director, UK principal contractor, SMSTS. Not an independent review.

Class: first-issue - material (the law, a control, a field or the scope changed — past buyers are notified) - editorial (wording or layout only) - review (checked, nothing changed) - withdrawal. Revision prefix D = draft, not approved and not for sale; A = approved for issue by the person named, on the date shown.