

Building Safety Act Complaint Policy Statement

The Building Safety Act 2022 requires landlords to set up a process for residents to be able to make a complaint about a building safety risk. Landlords have to establish a building safety complaint system for residents and other users of the building of high rise blocks to be able to raise any concerns related to building safety risks or their landlords performance.

All high-rise buildings are now required to have an 'accountable person' and a 'principle accountable person' in place. They must manage the fire and structural safety risks of high-rise residential buildings and enable residents to make their concerns about safety heard.

Definitions

High-rise residential building (HRB): has at least 7 floors or is at least 18 metres high, and include at least two residential units.

Principle Accountable Person (PAP): there can only be one PAP for each building which is usually the owner of the building, or the organisation named as responsible for the maintenance of the common parts. APs can also be a PAP.

Accountable Person (AP): can be an organisation or a person who owns or has a legal obligation to repair the common parts of a building, including the structure, exterior and staircases. Buildings can have more than one AP and each building should have a Resident Engagement Strategy.

AP are responsible for assessing and managing the risks in a building from structural failure or the spread of fire. AP must be registered with the Building Safety Regulator and are required to carry out regular checks of the building.

The purpose of a Building Safety Complaint System:

- Make it easy for residents to raise concerns with those responsible for building safety risks.
- Clarify what a 'relevant complaint' is, so that residents know when and how to raise issues.
- Ensure impartial and fair treatment for all the issues raised.

What is a relevant complaint?

- Structural failure that could lead to part or all of the building collapsing, or parts of the building falling off.
- Flammable cladding on the outside of a high-rise building.
- Any risk in the building that could lead to a fire spreading, such as fire doors not working properly
- Performance of an accountable person, including
 - Their communication to residents
 - Their responses to raised concerns
 - How they manage building safety risks

If a complaint is received that relates to several issues, we will deal with the building safety issue separately. Different elements of a complaint may be the responsibility of different teams and although co-ordinated by our Corporate Complaints Team, will be investigated by the most appropriate part of the organisation.

How can a relevant complaint made?

A relevant complaint can be made in the same way as any other complaint. This includes, online, by telephone or email, in person and to any member of staff. We would encourage complaints to include photo or video evidence to help us understand the issue.

If we cannot accept a complaint as a 'relevant complaint' we will explain why this is, and how we will deal with your concerns instead.

What happens when a relevant complaint is made?

A relevant complaint will be registered at **Stage 1** of our complaint process. A case number will be issued within 5 working days and the complaint will be assigned to our Asset Management Service to investigate the issue(s) raised.

If we are not the PAP it may take us longer to resolve the issue raised. If we are not the PAP we will advise you when we register your complaint who the PAP is and we will keep you informed of our progress in resolving the issue.

We will assess the 'risk' raised in a complaint and prioritise our actions based on the level of risk identified. If you have any concerns with how we are dealing with your complaint you can contact the Building Safety Regulator.

How long will it take to deal with a relevant complaint?

We will aim to respond within 10 working days. If this is not possible we will explain the reason for the delay and agree an extension date which will not be more than 10 additional days without good reason.

If we cannot resolve the relevant complaint at Stage 1, we can escalate it to **Stage 2** when a senior manager will review how the relevant complaint has been handled. We aim to issue a Stage 2 response within 20 working days from escalation. If this is not possible we will provide an explanation for the delay and agree an extension date of not more than 20 additional days.

If the relevant complaint remains unresolved, or at any time during our investigation you can ask the Building Safety Regulator investigate any safety concerns, and the Housing Ombudsman to investigate our complaint handling.

We will co-operate fully with the relevant Ombudsman and/or Regulator during any investigation and comply fully with the resulting decision, which will be binding on us.

How we will handle a relevant complaint:

- First we will assess the risk identified in the relevant complaint.
- We will prioritise issues based on the risks identified.
- If we are not the principle accountable person, we will raise the concern with them and contact the Building Safety Regulator if appropriate.
- We will you informed on progress of our investigation.
- We will keep all residents informed on any remedial actions that will be undertaken in their block.
- Work to meet an outcome that everyone is satisfied before closing the complaint.

We will:

- Keep in touch and work with you to resolve your complaint as quickly as we can.
- Provide you with a full explanation of our investigation into your complaint and of any changes we are making as a result of your complaint.
- Apologise when we get things wrong, put things right.
- Offer compensation in line with our Compensation Policy.
- If we are unable to accept your complaint we will give you detailed explanation setting out the reasons why it is not suitable for our formal complaints process.
- Cooperate in the same way with anyone formally authorised to act on your behalf.

You can contact the [Building Safety Regulator online](#) or by telephone: 0300 790 6787

If you have any questions about your complaint or would like this information in another format, you can email us at ask@onehousing.co.uk or call our Corporate Complaints Team on 0300 123 9966.

More details about our complaints process can be found in our Complaints Policy available at www.onehousing.co.uk