

## **Building Safety Regulator – Complaint Handling**

The corporate complaints policy and procedure applies to all complaints submitted. However, there is some specific information that applies to Building Safety Complaints (High Rise Buildings).

This section has been specifically developed to help us meet our obligations under the Building Safety Act 2022 (Section 93) which requires the Principle Accountable Person (PAP) to establish and publish a complaints system to which building safety cases currently apply – that is High Rise Residential Buildings over 18 metres.

Building Safety complaints are defined as follows:

1. Safety complaint – A complaint about the council's failure to address structural and fire risk in high-rise buildings relating to the safety of people in or about the building arising from (a) the spread of fire, or (b) the collapse of the building or any part of it.
2. Accountable Person complaint – A complaint about our failure to carry out activities that relate to the structural and fire responsibilities outlined in the Building Safety Act managed by the Building Safety Manager Team. These responsibilities can include failure to evidence that we've carried out mandatory occurrence reporting, failure to respond to raised concerns.
3. Safety Information complaint – A complaint about inconsistent, inadequate, or inaccessible updates to you on building safety issues.
4. Repair and/or Maintenance complaint – A complaint relating to any Camden repairs staff or service working to manage, maintain or upgrade a High-Rise Building.
5. Contractor or Third-Party complaint – A complaint about any contractor, acting on our behalf and carrying out works in a high-rise building, behaving in an unacceptable manner, failing to act in accordance with our code of conduct, or Equality and Diversity Policy.

Any question as to whether a complaint is a relevant complaint is determined under the system or if necessary, referred to the regulator for final determination of that question.

### **How to make a building safety complaint**

'Any person' is able to make a relevant complaint where it relates to matters covered under Building Safety, as defined above.

You can make a complaint by visiting [Complaints - Camden Council](#) or calling 020 7974 4444 using the Council's complaint procedures.

For building safety complaints you can also send an email to: [buildingsafetycomplaints@camden.gov.uk](mailto:buildingsafetycomplaints@camden.gov.uk)

If you are making a complaint relating to building safety in a High-Rise Residential Building, then please write in the description section “Building Safety – High Rise.”

### **How the complaint will be handled**

Any complaint relating to those building safety issues will be directed to the building safety team.

When replying to a complaint, we will inform you of any right of further redress, such as escalating the complaint to the Building Safety Regulator. You can contact them at any time during the complaint handling process.

### **Escalation to the Building Safety Regulator**

You can refer a complaint to the Building Safety Regulator if you:

- cannot make a complaint
- feel unable to raise your concerns
- are not satisfied with your response from the principal accountable person

You should provide the Regulator with any information you have about actions that we have informed you we are going to take or have already taken. When you raise an issue to the Building Safety Regulator, they will decide if it’s a relevant complaint.

If necessary, you can appoint a representative to raise your concerns for you.

Use this link here: [refer a complaint to the Building Safety Regulator](#)