

Building Safety Complaints Procedure

This Building Safety Complaints Procedure sits alongside our existing Complaints Procedure.

The purpose of the Building Safety Complaints Procedure is to satisfy the requirements of the Building Safety Act 2022, allowing residents and other users of the building to raise a relevant complaint. It applies to buildings known as Higher Risk Buildings, which have at least 7 storeys or are 18 metres high. These buildings are registered with the Building Safety Regulator.

What is a relevant complaint?

A 'relevant complaint' involves:

- Structural failure or the spread of fire or smoke in the building (known as a 'reportable incident or risk') or
- The performance of an Accountable Person (including communication and management of risks).

How do I make a relevant building safety complaint?

Prior to making a complaint, if the matter relates to a 'reportable incident or risk' we require you to report it as quickly as possible using the methods below, in accordance with our 'Mandatory Occurrence Reporting' (MOR) system.

Email info@aspectpropertymanagement.co.uk
Website 020 7828 1664

What will happen after you report it

After you report the safety incident/risk, the Managing Agent will investigate the issue and, if appropriate, take the following action:

- Undertake relevant repairs to any issues which have led to the risk.
- If the issue qualifies as a reportable safety occurrence, a Mandatory Occurrence Notice (MON) will be formally submitted to the Building Safety Regulator.
- Upon submission of a MON, you will be issued with a tracking number which you can use for updates/outcomes following your report.

If you do not believe the matter has been resolved, you can make a complaint. The Building Safety Complaints Procedure operates in a similar way as any other complaint, with the following stages.

Stage 1 - Written Complaint

We have appointed Liberty Broome to deal with your complaint. If you have a question or if you would like to make a complaint, please do not hesitate to contact her.

If you have initially made your complaint verbally – whether face to face or over the phone – please also make it in writing, addressed to Liberty Broome as above. This can be sent to our offices or via email to liberty.broome@aspectpropertymanagement.co.uk. This is to ensure that we fully understand your complaint and have a written record of it.

The first stage of our complaints handling procedure will involve full consideration of your complaint by Liberty Broome on behalf of the firm. We will try to resolve the complaint to your satisfaction. If you are happy with the outcome of Liberty's investigation, the matter will conclude.

We will consider your complaint as quickly as possible, and we will provide you with a full response, or if that is not possible, an update on what is happening with your complaint within 28 days.

Stage 2 - Further & Final Review

If the complainant is not satisfied after the last stage of the in-house complaint procedure (or more than 8 weeks has since the complaint was first made), Aspect Property Management Limited will forward copies of all correspondence and notes

to a nominated third party, RICS Dispute Resolution Service. They will then give an independent point of view and conclusion on the matter. Their details are as follows:

RICS Dispute Resolution Service
Surveyor Court, Westwood Way, Coventry CV4 8JE
Telephone: 020 7334 3806
Email: drs@rics.org
Website: <http://www.rics.org/drs>

Escalation to Building Safety Regulator

If you remain dissatisfied after the last stage of the Building Safety Complaints Procedure, then for an issue relating to structural failure and spread of fire (building safety risks), or the performance of an Accountable Person (AP) or Principal Accountable Person (PAP), the PAP can refer the matter to Building Safety Regulator (BSR) with the complainant's consent when:

- an agreement cannot be reached between the PAP and the AP
- there is no satisfactory outcome after a final response is given
- the complainant is not satisfied with the outcome.

If you want the Principal Accountable Person to refer the matter to the Building Safety Regulator, please send your written request to **Liberty Broome**, Aspect Property Management, 4th Floor Warwick House, 25-27 Buckingham Palace Road, London, SW1W 0PP, or via email to: info@aspectpropertymanagement.co.uk.

Building Safety Regulator

You can find out more about the Building Safety Regulator on the details below.

Website	https://www.hse.gov.uk/building-safety/regulator.htm
Phone	0300 790 6787

If you have a complaint, it should follow the process outlined above as you must have provided the Principal Accountable Person an opportunity to investigate and resolve your complaint.

Please note that we are obligated to hold your complaint on file for 7 years, as a requirement under the Building Safety Act 2022.

For details of how we process your data, please view the privacy notice on our website <https://www.aspectpropertymanagement.co.uk/privacy/>

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