

Building Safety &
Construction DivisionARCH/NFA/CWAG
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Safety*1.1 Redgrave Court
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Date: 28/11/2023

Dear Mr Price, Mr McGoldrick and Ms Milner,

Thank you for your letter dated 1 November 2023 regarding your concerns about the draft complaint guidance for Principal Accountable Persons and residents. Sarah Newton has asked me to reply.

Firstly, I agree the key objective in implementing the new requirements of the Building Safety Act 2022 and supporting secondary legislation is to ensure that this is done in a way which is as easy as possible for residents to understand and access. However, as the regulator, in providing guidance we also need to set out clearly for duty holders the responsibilities placed on them under the legislation.

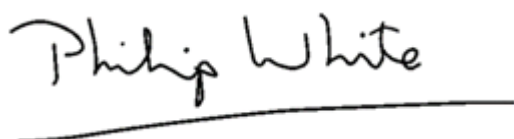
In the case of complaints, The Higher-Risk Buildings (Management of Safety Risks etc) (England) Regulations 2023, require the Principal Accountable Person to publish a complaints policy to deal with 'relevant complaints', as defined in the Building Safety Act 2022, and the guidance we produce has to reflect those requirements accurately. Given the concerns you raise and discussions with other stakeholders, we are currently reviewing the draft guidance to make clearer that existing systems can be used to fulfil these responsibilities and we encourage this approach so the arrangements in place for raising issues are simple for residents and any third party to follow.

Those managing higher risk buildings are both legally responsible and best placed to take action to deal with building safety risks when they are raised. Our expectation is that the systems established should be effective and consequently, the need for residents to escalate matters to the regulator limited. Taking on board your comments we are also refining the draft guidance for residents to simplify language, to encourage residents to approach those managing their building in the first instance and to better explain how to contact the Building Safety Regulator when this is necessary.

We recognise this is a complex landscape for residents to navigate and we will continue to work with yourselves and the various regulators involved, including the Housing Ombudsman, to establish a clear understanding of each other's legislative processes and jurisdictions. We are also keen to further develop ways of working to help signpost residents to the right authority and to coordinate our activities to resolve more complex cross cutting issues.

I hope this addresses your concerns.

Yours Sincerely

A handwritten signature in black ink that reads 'Philip White'. The signature is written in a cursive style and is positioned above a horizontal line.**Philip White,**
Director of Building Safety