

## **Building safety Act – Higher Risk Buildings Relevant Complaints Procedure**

Relating to - *Building address*

Prepared by DTZInvestors on behalf of the Principal Accountable Person, Glasgow City Council / Strathclyde Pension Fund

### **What is a Relevant Complaint**

- A relevant complaint relates to a “building safety risk”. It relates to a risk to the safety of people in or about the building arising from either the spread of fire or structural failure.
- A relevant complaint can be raised regarding the performance of an Accountable Person/managing agent concerning their duties with the Building Safety Regulator.
- Any person can raise a relevant complaint.

### **How to make a relevant complaint**

- If you have concerns about any building safety risk, we would like to hear from you.
- Relevant complaints should be sent in writing to [complaints@dtzinvestors](mailto:complaints@dtzinvestors) or DTZinvestors, 125 Old Broad Street, London, EC2N 1AR, FAO Name/job title.
- Having received your relevant complaint it will be allocated to the relevant Director(?) dealing with the PAP (Fund) that owns the property.

### **What happens after a relevant complaint is made**

- The relevant complaint will be logged on our database to enable us to track it to conclusion and also enable us to track the numbers of relevant complaints for a particular property, event etc.
- The Director investigating the relevant complaint will review the complaint and assess the level of risk involved. Critical matters will be actioned immediately and the Investigating Director will respond to you within 24 hours of receiving the relevant complaint confirming actions taken to resolve the relevant complaint.
- For relevant complaints deemed to be non critical, the Investigating Director will respond no later than 7 working days of receiving the complaint to confirm with you their understanding of the relevant complaint.
- We may ask for more information from you at this stage.
- We aim to respond to you with a full explanation of the matter and to confirm the issue raised in your complaint has been resolved at the earliest opportunity, but the investigations process may take up to 3 weeks, depending on various factors such as the complexity of the matter or the amount of evidence to review.
- In the response to a relevant complaint, the Investigating Director will.
  - address all material points relating to the relevant complaint;
  - give reasons for the decision(s);
  - give details of any action undertaken;
  - give details of any action planned, including a timeframe for that action to begin and be completed.
- If the Investigating Director is unable to conclude on your relevant complaint within 3 weeks, they will write to you and tell you when they expect to provide you with a response. During this

time the Investigating Director may contact you for further information or clarification. You can make further comments in writing if you wish to do so, while the Investigating Director works towards resolving your relevant complaint.

- Where the Investigating Director decides that the matter raised is not a “relevant complaint, you will be advised as such. If you do not agree with this decision, you can refer the matter to the Building Safety Regulator, contact details below, for a final determination.

#### **What to do if an agreed outcome cannot be reached**

- Where you believe your relevant complaint has not been resolved or where you do not agree with the Investigating Director’s response to your complaint you can refer the matter to the Building Safety Regulator at <https://www.gov.uk/guidance/contact-the-building-safety-regulator>