

Raising a building safety concern – complaints process for residents

You can complain to your PAP or APs about:

- > building safety concerns
- > a response to a concern you have raised
- > your AP's resident engagement
- > building safety management

PAP/AP receives complaint:

1. confirms receipt
 2. accepts as relevant complaint
- OR**
- rejects, giving a reason

If accepted, AP/PAP investigates complaint:

1. provides expected timing for response
2. provides updates (where required)
3. provides final response, explaining:
 - > what they did
 - > timeline for resolving issues
 - > how to challenge the response

You can challenge the response or decision where:

1. you are not satisfied with final response or decision
2. you have unresolved issues
(you must detail the grounds for your challenge and provide evidence)

If you are still unsatisfied you can refer your complaint to BSR:

1. you are not satisfied with final response or decision
2. you have unresolved issues
3. you received no response from the PAP

You can complain directly to BSR where:

1. your PAP/AP has no policy or process to raise concerns or complaints
- OR**
2. you feel you cannot raise concerns directly with your PAP/AP