

High-rise living

How to raise a building safety complaint



The Health and Safety Executive (HSE) as the Building Safety Regulator (BSR) has legal powers in England to help make sure your high-rise residential building is safe. These buildings are 18 metres or seven or more floors tall, and must be registered with BSR.

To be safe, your building must be structurally sound and protected against the spread of fire.

Raising a building safety concern

The person or organisation responsible for your high-rise building's safety is known as the 'principal accountable person' (PAP) or 'accountable persons' (APs).

If you have a concern about building safety, you should raise it with your PAP or APs first. They should have a clear process in place for you to do this.

You can contact your PAP or APs about:

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

PAP/AP receives concern:

- confirms receipt
 - accepts as relevant concern
- OR**
- rejects, giving a reason

If accepted, PAP/AP investigates concern:

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

If you are still unsatisfied

You can challenge the response or decision where:

- you are not satisfied with final response or decision
- you have unresolved issues

You must detail the grounds for your challenge and provide evidence.

If you are still unsatisfied you can raise a complaint to BSR:

- you are not satisfied with final decision after a challenge
- you have unresolved issues
- you received no response from your PAP or AP

When to complain directly to BSR

- your building is not on the high-rise building register
- your PAP or APs have no policy or process to raise concerns
- you feel you cannot raise a concern directly with your PAP or APs

Contacting BSR

Online: www.gov.uk/guidance/contact-the-building-safety-regulator

Telephone: 0300 790 6787

Open: Monday, Tuesday, Thursday and Friday, 8:30am to 5pm; and Wednesday, 10am to 5pm. Closed: Saturday, Sunday and bank holidays.

Need more help?

If you have other concerns about your building, use our online guide to find the right contacts. We're here to help you stay safe in your high-rise community.

For more information, visit our website using the QR code, or search 'Your Home, Your Safety' online.

