



Building Safety Act 2022

2022 CHAPTER 30

PART 4

HIGHER-RISK BUILDINGS

Engagement with residents etc

94 Complaints procedure operated by the regulator

- (1) The regulator must establish and operate a system for the investigation of relevant complaints that are made, or referred under section 93, to the regulator.
- (2) The regulator must consult the committee mentioned in section 11 (residents' panel)—
 - (a) before the complaints system is established or, if the committee has not been established at the time the complaints system is established, as soon as reasonably practicable after the committee is established, and
 - (b) before making any significant change to the complaints system.
- (3) The Secretary of State may by regulations make provision about the establishment and operation of the complaints system under this section.
- (4) The regulations may in particular make provision about—
 - (a) the period within which a complaint must be considered and dealt with;
 - (b) action that the regulator must consider taking in response to a complaint.
- (5) In this section “relevant complaint” means a complaint relating to—
 - (a) a building safety risk as regards an occupied higher-risk building,
 - (b) the performance by an accountable person for an occupied higher-risk building of any duty under, or under regulations made under, [this Part](#), or
 - (c) the performance by a special measures manager of any function conferred on the manager by a special measures order.