



Building Safety Act 2022

2022 CHAPTER 30

PART 5

OTHER PROVISION ABOUT SAFETY, STANDARDS ETC

Housing complaints

160 Housing complaints made to a housing ombudsman

- (1) Schedule 2 to the Housing Act 1996 is amended in accordance with [subsections \(2\) and \(3\)](#).
- (2) In paragraph 7 (determinations by housing ombudsman)—
 - (a) after “approved scheme shall” insert “, in accordance with the scheme,”, and
 - (b) for the words from “and not withdrawn” to “but withdrawn” substitute “under the scheme”.
- (3) Omit paragraphs 7A to 7C (complaints to a housing ombudsman to be referred by designated person and exceptions).
- (4) The amendments made by this section apply in relation to a complaint made to a housing ombudsman—
 - (a) after the time this section comes into force, or
 - (b) before the time this section comes into force, but only if a determination by a housing ombudsman is still pending in respect of the complaint at such time.