



Building Safety Act 2022

2022 CHAPTER 30

PART 4

HIGHER-RISK BUILDINGS

Engagement with residents etc

93 Complaints procedure operated by principal accountable person

- (1) The principal accountable person for an occupied higher-risk building must as soon as reasonably practicable after the relevant time establish and operate a system for the investigation of relevant complaints.
- (2) The Secretary of State may by regulations make provision about the establishment and operation of complaints systems under this section.
- (3) The regulations may in particular make provision—
 - (a) about the way in which complaints may be made;
 - (b) about the period within which a complaint must be considered and dealt with;
 - (c) requiring the principal accountable person to refer a complaint to the regulator.
- (4) In this section—
 - “relevant complaint” means a complaint relating to—
 - (a) a building safety risk as regards the building, or
 - (b) the performance by an accountable person for the building of any duty under, or under regulations made under, [this Part](#);
 - “the relevant time” has the meaning given by section 85.

Commencement Information

- II** S. 93 in force at Royal Assent for specified purposes, see [s. 170\(2\)\(a\)](#)

Status:

Point in time view as at 01/04/2023. This version of this provision has been superseded.

Changes to legislation:

Building Safety Act 2022, Section 93 is up to date with all changes known to be in force on or before 15 July 2024. There are changes that may be brought into force at a future date. Changes that have been made appear in the content and are referenced with annotations.