



# 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.