

# Have a complaint you want to escalate?

We hope that your buildings manager will be able to resolve any complaint you have, however in the event that they are unable to do so, we have two additional ways to come to a resolution; via our head office and secondly through the ombudsman, The PRS.

Please read through and follow the process below and hopefully we can get to a resolution as soon as possible. We have put conversation at the heart of our complaints process so we can fully understand the situation and hope you feel heard and understood throughout.



## **Stage 1: Building Management**

In the first instance please share the complaint to your building manager on [hello@queenstreetquarter.co.uk](mailto:hello@queenstreetquarter.co.uk). Please ensure the subject matter or content makes it clear this is a formal complaint. The General Manager will have a conversation with you either in person or on the phone.



They will acknowledge your complaint within 2 working days and you will be offered a formal response within 7 working days.

## **Stage 2: Head Office Escalation**



If the response is not to your satisfaction please send an email to this address [complaints@queenstreetquarter.co.uk](mailto:complaints@queenstreetquarter.co.uk). Please include any information that you would like us to know. A member of the head office team will have a telephone call with you to gain a greater understanding and will then investigate it further. You will receive a formal response with our suggested resolution and an explanation of how we will be taking preventative action to avoid a similar issue happening again.



You will get an acknowledgement within 2 working days and a formal response within 12 working days.

## **Stage 3: Property Redress scheme.**



If you are still not satisfied please contact the Property redress scheme within 12 months of the initial complaint. They are an independent ombudsman that we work with. Please email [info@theprs.co.uk](mailto:info@theprs.co.uk). The property redress scheme will liaise directly with you and ourselves and will come to a formal, binding decision.

You can read more about [them here](#).



A final solution will be provided within 90 days, but often much sooner.

## **Building Safety Complaints**

The Building Safety Act 2022 requires landlords of high rise buildings (over 18 metres in height or at least 7 storeys) to have a system whereby residents and other users of the building can easily make a complaint about a building safety risk or their landlord's performance.

All high-rise buildings are now required to have a **Principal Accountable Person (PAP)** in place. They must manage the fire and structural safety risks of high rise residential buildings and enable residents to make their concerns about safety heard. To understand who the Principal Accountable Person is for the building in which you live, please see your Resident Engagement Strategy document or Resident Welcome Pack where this information is detailed.

BTR (Operating) Ltd is the building operator and managing agent with responsibility for the day-to-day management of safety on site. BTR (Operating) Ltd manages the resident complaints process and escalates matters to the PAP as required.

## **Relevant Building Safety Complaints**

Relevant building safety complaints involve either structural failure and spread of fire, or the performance of the entities responsible for managing the building. Please note that relevant building complaints differ from normal maintenance requests. Relevant complaints could include, for example:

- Structural failure that could lead to all or part of the building collapsing, or parts of the building falling off
- Concerns about cladding on the outside of the building
- Any risk in the building that could lead to fire spreading such as fire doors not working properly or missing
- Performance of those managing the building including communication to residents, their responses to raised concerns or general management failures.

If a complaint is received that relates to several issues, we will deal with the building safety issues separately. Different elements of a complaint may be handled by different teams but will always be coordinated through the central complaints process that is detailed in this complaints policy.

## **Making a relevant building safety complaint**

A relevant complaint can be made in the same way as any other complaint by following the process outlined as stage 1 and stage 2. In the first instance please inform the building manager either by telephone, in person or via email. Where necessary, residents can appoint a representative to raise an issue for them.

We encourage complaints to include photo or video evidence to help us understand the issue. If we cannot accept a complaint as a 'relevant complaint' we will explain why this is, and how we will deal with your concerns instead.

## **How a relevant building safety complaint will be handled**

We will always treat any issues raised impartially and fairly and actively encourage residents to raise concerns.

We will assess the 'risk' raised in a complaint and prioritise our actions based on the level of risk identified. We will advise you when we register your complaint who the PAP is and we will keep you informed of our progress in resolving the issue.

Throughout the complaint process we will keep in touch and work with you to resolve the complaint as quickly as we can, and provide a full update on the outcome of the investigation.

Upon receiving your complaint at Stage 1, you will be emailed an acknowledgment within 2 working days and offered a formal response within 7 working days by email (unless you've requested a different communication method). If we cannot resolve the relevant complaint at Stage 1, we will escalate it to Stage 2 when a member of the head office team will review the complaint. You will get an acknowledgment within 2 working days and a formal response within 12 working days. If, for any reason, we need longer than the designated timeframes, we will provide an explanation for the delay and agree on an extension date of not more than 20 additional days.

The formal response to any complaint will confirm:

- The complaint stage
- Our decision on the complaint
- Reasons for our decision
- Details of any remedial actions to put things right including timescales for this that have been agreed with you
- How you can contact us to discuss the findings of the complaint
- Details of escalation processes if you are not satisfied with the outcome.

We will work to an outcome that everyone is satisfied with before closing the complaint.

The PAP must keep a record of any relevant building safety complaint for 7 years. Information will be collected and stored in line with our privacy policy which can be found on the [Queen Street Quarter website](#).

## **Escalation and disputes**

We actively encourage residents to challenge responses to complaints. Upon receipt of a challenge, we will review our original response and consider if there are any further concerns that need addressing.

If the relevant complaint remains unresolved, or if you have any concerns with how your complaint is being dealt with, you can contact the Building Safety Regulator to investigate any safety concerns, and the Housing Ombudsman to investigate our complaint handling. You can contact the [Building Safety Regulator online](#) or by telephone: 0300 790 6787.

We will cooperate fully with the relevant Ombudsman and/or Regulator during any investigation and comply fully with the resulting decision, which will be binding.

If you have any questions about your complaint or would like this information in another format, you can email us at [btr.operations@johnlewis.co.uk](mailto:btr.operations@johnlewis.co.uk).