

K.C.F Safety Complaints Procedure

Complaints procedure for Kingsway Court

Introduction

The Building Safety Act 2022 (BSA) has established a range of duties relating to the occupation and management of High-Rise Buildings (HRBs).

The BSA requires KCF as Principal Accountable Person (PAP) of a high-risk building to establish and operate a safety complaints procedure for residents, and other users of the building.

Relevant complaints should be submitted using this system.

What is a relevant complaint?

Relevant complaints are those which relate to building safety risks. These include but are not limited to:

- Spread of fire (e.g. inflammable material on the outside of the building)
- Structural failure (e.g. concrete spalling, cracks in the external walls)
- Observation of a hazard eg spill of inflammable liquid or presence of a portable heater

Statement of Intent

KCF aims to comply with all of its obligations under the BSA to ensure the building stays safe for occupation.

If for any reason you have concerns about a building safety risk there is a complaints procedure you may follow.

How To Complain

Complaints about building safety risks can be made via several different channels - phone, email or letter.

Please note: If you initially made your complaint verbally (whether face-to-face or by telephone) we ask that you also put your complaint by email to kingswaycourthove@outlook.com or by writing to us at addressed to:

Kingsway Court Freeholders Ltd. Management Office Kingsway Court Queens Gardens Hove BN3 2LP

Complaints may also be raised by speaking with on-site staff at Kingsway Court 12 hours a day 7 days a week (barring illness or leave which cannot be covered).

Please ask for your complaint to be logged in the Incident Book as a record.

In addition contact Kingsway Court Agents - Stuart Radley Associates.

Contact Details:

- **Phone:** Stuart Radley Associates 01273 420606
- **Email:** info@stuartradleyassociates
- **Post:** Stuart Radley Associates, Unit 5 Tungsten Building Portslade East Sussex BN41 1RA

Complaints Process & Timescales

On receipt of the written complaint, an acknowledgement will be sent within 5 working days.

Our Agents will inform you if they believe the issue raised is a relevant complaint. If you do not agree please initially raise the issue with KCF Ltd as the PAP.

Our building safety complaints procedure has three stages:

1. **RESOLVE**
2. **REVIEW**
3. **REFERRAL TO THE BUILDING SAFETY REGULATOR**

1. RESOLVE

Our objective is to satisfactorily resolve your complaint at this first stage.

KCF or its agents will make appropriate internal enquiries to address all issues raised.

KCF or its agents will write to inform you of the outcome of the investigation and what action has been taken, if any, and will provide you with reasons for any decisions made.

To allow time for investigation and liaison with other relevant stakeholders, we will aim to provide an initial response within 14 working days.

If at this stage, KCF is unable to conclude the investigations, you will be informed with reasons and an anticipated timescale for conclusion will be provided.

2. REVIEW

If you are not satisfied with the response to your complaint you may request a review within 14 days of the response.

KCF or its agents will write to you within 14 working days of receiving your request for a review, confirming the final decision.

3. REFERRAL TO THE BUILDING SAFETY REGULATOR

If you remain dissatisfied with the outcome of the in-house review or feel there are unresolved issues, you can refer your complaint to the Building Safety Regulator.

To use this service, please go to <https://www.gov.uk/guidance/contact-the-building-safety-regulator>

Your personal data - security

Complaints raised through this procedure will be recorded with your name and contact information on a secure database to allow us to acknowledge your complaint and to update you on the progress of any necessary investigations, and follow-up, unless you request the complaint to be anonymised.

Your information will only be visible to KCF and its agents and will not be shared without your explicit consent (for example you may request that you be contacted by a member of staff or contractor attending site to investigate your complaint). After you have been informed of our resolution or response to your complaint your personal information will be redacted from the complaint record.