



# Making a Complaint about the Safety of your Building

If you feel that Stoke on Trent Housing Society hasn't handled an issue or repair about building safety satisfactorily you have the right to raise a complaint.

## Making a Complaint

You can make a complaint about building safety by:

- Emailing [info@stokeontrenthousingsociety.org.uk](mailto:info@stokeontrenthousingsociety.org.uk)
- Calling 01782 968566
- Speaking to a member of staff at the Trevor Jones Office
- Writing to us (our address is on the back of this leaflet)

Should you need any help with making your complaint you can contact us, and we will support you. You can also nominate a representative to deal with your complaint on your behalf.

## Handling your Complaint

**Stage 1** - Once we receive your complaint, we will triage it to check whether it may be urgent and affects the immediate health and safety of you or other residents. If it is urgent we will investigate it immediately and respond to you within 24 hours. If it is not urgent the Building Safety Manager will acknowledge receipt within 5 working days and will investigate your complaint and provide a written response to you within 10 working days. The response will include details of what investigation has taken place, the outcome, and any necessary actions.

**Stage 2** - If you are not happy with the response to your complaint you can request a review. This review will be completed by Stoke on Trent Housing Society's Complaints Officer who will acknowledge receipt within 5 working days and will investigate your complaint and provide a written response to you within 20 working days. The response will include details of their investigation, the outcome, and any necessary actions. They will also advise you that this is the final stage of the Building Safety Complaints process and provide you with contact details for the Building Regulator, should you wish to escalate the complaint further.

## Escalating a Complaint

If you are not happy with the outcome of your complaint, you have the right to escalate the complaint to the Building Safety Regulator. Examples of the types of complaints you may want to escalate include:

- Concerns around the management of building safety risks
- Fire doors which are missing that may increase the risk of fire spread
- Failure of the building's structure, such as parts of the building collapsing, cracks, or parts of the building falling off

**[www.gov.uk/guidance/contact-the-building-safety-regulator](http://www.gov.uk/guidance/contact-the-building-safety-regulator)  
or Telephone 0300 790 6787**

## Learning from Complaints

It's important we take on board the feedback our customers give to us as part of our complaints process, and that we learn from it

Details of complaints, lessons learnt, service improvements and changes made as a result, will be published in our newsletters, on our noticeboards, website, and any relevant communication that we may send out to you.

**Further information in relation to Building Society is available on our website  
[www.stokeontrenthousingsociety.org.uk](http://www.stokeontrenthousingsociety.org.uk)**

**If you require this leaflet in an alternative format please let us know.**

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