

## **Hull City Council – Corporate Customer Feedback Process**

### **High Risk Building – Relevant Complaints Procedure**

#### **What is a Relevant Complaint?**

The Relevant Complaint Procedure covers complaints in relation to:

- Structural failure and spread of fire (building safety risks) such as; flammable cladding on the outside of building, fire doors or smoke extraction which are not working or missing that may increase the risk of fire spread, failure of the buildings structure i.e. parts of the building collapsing, cracks, or parts of the building falling off.
- The performance of Hull City Council whom are the Accountable Person and Principle Accountable Person for all High Risk Buildings owned and managed by Hull City Council. Performance issues might include; Hull City Council's communications to residents, responses to raised concerns, how Hull City Council manage building safety risks

#### **Who can make a Relevant Complaint?**

Any person residing in, visiting or using any of the High-Risk Buildings owned and managed by Hull City Council may make a relevant complaint.

#### **How can a Relevant Complaint be made?**

Relevant Complaints can be made in the following ways:

- Online, by completing and submitting the customer feedback form on the HCC website [Customer Feedback - Complaints, Suggestions and Compliments](#)
- By telephoning the Council's Contact Centre on 01482 300 300
- By visiting one of the Council's Customer Service Centres
- By writing to: FREEPOST RSJC-KKBE-ABXZ, Customer Feedback Team, PO Box 15, HU1 2AB
- By providing information to a Hull City Council officer in person, in writing or over the telephone

Any person wishing to raise a Relevant Complaint may also submit photo's or video evidence which helps to communicate the concerns.

Hull City Council is committed to providing a fair and reasonable complaints service and to making it as accessible as possible. Should a complainant require any reasonable adjustments they should inform HCC at the earliest possible opportunity. Reasonable Adjustments might include:

- Providing information in a different language

- Providing information in a different format i.e. large text, easy read or audio

Any person wishing to raise a Relevant Complaint may appoint a representative to raise an issue on their behalf. In this event the person wishing to appoint a representative may be required to provide a signed declaration confirming this.

### What is the Relevant Complaints Procedure?

There are two stages to the Relevant Complaints Procedure:

#### Stage 1

Upon receipt of the Complaint Hull City Council shall contact the Complainant to ensure full understanding of the issue. Where the Complaint is deemed to be outside of the Scope of this Procedure the complaint shall be considered in accordance with the Hull City Council Corporate Customer Feedback Policy.

Hull City Council will acknowledge and define the complaint within 5 working days of receipt and inform the complainant of the name of the member of staff who will be investigating the complaint.

Hull City Council aim to send a full response within 10 working days of sending the acknowledgement letter. The response shall:

- Address all of the issues that were raised as part of the relevant complaint
- Provide reasons for any decisions made
- Detail actions that have been carried out or are planned, providing timeframes for then these will be completed wherever possible.
- How the complaint can be escalated to stage 2 should the complainant be dissatisfied with the response

In the event Hull City Council require more time to provide a response, the complainant shall be kept informed as to when they can expect the response.

If the complainant is satisfied with the response or, Hull City Council do not hear from the complainant within 28 days of the response being issued, the matter shall be deemed resolved and the complaint will be closed.

#### Stage 2

Should the complainant be dissatisfied with the Stage 1 response; the complainant may request for the matter to be escalated to Stage 2 within 28 days of receipt of the Stage 1 response. The complaint shall be reviewed by a more senior

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officer/manager. Complainants are not required to provide a reason for escalation however, this is encouraged to fully understand the reason for continued concern.

Hull City Council will contact the complainant to fully understand the reason for dissatisfaction where this is not evident from the Stage 2 escalation and acknowledge, and define the complaint within 5 working days of the escalation.

Hull City Council aim to send a full response within 20 working days of sending the acknowledgement letter. The response shall:

- Address all of the issues that were raised as part of the escalation of the relevant complaint
- Provide reasons for any decisions made
- Detail actions that have been carried out or are planned, providing timeframes for then these will be completed wherever possible.
- How the complaint can be escalated to the Building Safety Regulator should the complainant be dissatisfied with the response

The Stage 2 response shall be final and no further representations on the matter will be considered.

### Escalations to the Building Safety Regulator

The complainant can refer their complaint to the Building Safety Regulator if:

- They remain dissatisfied with the Stage 2 response
- There are unresolved issues
- They have not received any response

Whilst use of this High-Risk Relevant Complaints Procedure is encouraged, any person can refer a complaint directly to the Building Safety Regulator if they feel unable to raise a relevant complaint with Hull City Council directly.

The Building Safety Regulator can be contacted by:

- Telephone: 0300 790 6787 8.30am to 5pm every weekday with the exception of Wednesdays which will be open 10am to 5pm
- Making an on-line complaint at [How can the Building Safety Regulator help you?](#)

In the event a complaint is escalated to the Building Safety Regulator it is helpful for the complainant to provide:

- The Stage 2 response (where applicable)
- Photo's or video recordings of the issue
- Emails, letters and any documents about the issue

Keeping a Record of Relevant Complaints

Hull City Council will keep records of any Relevant Complaint for 7 years showing:

- The information contained in the complaint
- Steps taken by Hull City Council for the high-risk building in response to the complaint
- Any involvement of the Building Safety Regulator in relation to or in response to the complaint
- The outcome of the complaint

If more than one relevant complaint is made about the same issue within a 7-year period this shall be recorded as a recurring complaint. For each recurring relevant complaint Hull City Council shall also record:

- The subject and nature of the recurring complaint
- The date that the recurring complaint was made