



Public Services Reform (Scotland) Act 2010

2010 asp 8

PART 5

SOCIAL CARE AND SOCIAL WORK: SCRUTINY AND IMPROVEMENT

CHAPTER 5

MISCELLANEOUS

97 Complaints procedure

- (1) SCSWIS must establish a procedure by which a person, or someone acting on a person's behalf, may make complaints (or other representations) in relation to the exercise of, or failure by it to exercise, any of its functions under this Part in respect of the person.
- (2) Before establishing a procedure under subsection (1), SCSWIS must consult the Scottish Public Services Ombudsman on its proposals for such a procedure.
- (3) SCSWIS must keep the procedure so established by it under review and must vary that procedure whenever, after such consultation, it considers it appropriate to do so.
- (4) SCSWIS must give such publicity to that procedure (including that procedure as varied under subsection (3)) as it considers appropriate and must give a copy of the procedure to any person who requests it.

Commencement Information

- I1** S. 97 in force at 1.10.2010 for specified purposes by [S.S.I. 2010/321](#), [art. 3](#), [Sch.](#)
- I2** S. 97 in force at 1.4.2011 in so far as not already in force by [S.S.I. 2011/122](#), [art. 2](#), [Sch.](#)

Changes to legislation:

Public Services Reform (Scotland) Act 2010, Section 97 is up to date with all changes known to be in force on or before 28 June 2024. There are changes that may be brought into force at a future date. Changes that have been made appear in the content and are referenced with annotations.

[View outstanding changes](#)

Changes and effects yet to be applied to the whole Act associated Parts and Chapters:

- Blanket amendment words substituted by [S.I. 2011/1043 art. 34](#)

Whole provisions yet to be inserted into this Act (including any effects on those provisions):

- s. 50(1A)(1B) inserted by [2024 asp 5 s. 28\(2\)\(a\)](#)
- s. 59A inserted by [2024 asp 5 s. 28\(3\)](#)
- s. 78(2A)(2B) inserted by [2024 asp 5 s. 28\(4\)](#)
- s. 78A inserted by [2024 asp 5 s. 27\(2\)](#)
- s. 190(1) words substituted by [2024 asp 5 s. 29\(2\)\(a\)](#)
- s. 190(2)(2A) substituted for s. 190(2) by [2024 asp 5 s. 29\(2\)\(b\)](#)
- sch. 12 para. 6-6B substituted for Sch. 12 para. 6 by [2024 asp 5 s. 27\(4\)](#)