WELSH STATUTORY INSTRUMENTS

# 2014 No. 1794 (W. 187)

# SOCIAL CARE, WALES CHILDREN AND YOUNG PERSONS, WALES

The Social Services Complaints Procedure (Wales) Regulations 2014

Made	7 July 2014
Laid before the National Assembly for Wales	9 July 2014
Coming into force	l August 2014

# THE SOCIAL SERVICES COMPLAINTS PROCEDURE (WALES) REGULATIONS 2014

# PART 1

# GENERAL

- 1. Title, commencement and application
- 2. Interpretation

#### PART 2

# SETTING UP THE COMPLAINTS PROCEDURE

- 3. Duty to establish a complaints procedure
- 4. Senior officer responsible for complaints
- 5. Complaints officer
- 6. Publicity
- 7. Form of communication
- 8. Information and training of staff

### PART 3

# NATURE AND SCOPE OF THE COMPLAINTS PROCEDURE

- 9. Persons who may make complaints
- 10. Matters about which complaints may be made
- 11. Matters excluded from consideration
- 12. Matters subject to concurrent consideration

**Status:** This is the original version (as it was originally made). This item of legislation is currently only available in its original format.

- 13. Time limit for making complaints
- 14. Withdrawal of complaints

# PART 4

# HANDLING AND INVESTIGATION OF COMPLAINTS BY LOCAL AUTHORITIES

- 15. Local authority action upon receiving a complaint
- 16. Local Resolution
- 17. Formal Investigation
- 18. Response
- 19. Complaints involving more than one local authority

#### PART 5

# LEARNING FROM COMPLAINTS

- 20. Monitoring
- 21. Annual Report

## PART 6

#### REVOCATION, TRANSITIONAL PROVISION AND AMENDMENTS

- 22. Transitional provision
- 23. Revocation
- 24. Amendments
  - Signature Explanatory Note