
SCOTTISH STATUTORY INSTRUMENTS

2009 No. 440

The INSPIRE (Scotland) Regulations 2009

Internal complaints procedure

14.—(1) A Scottish public authority or a third party must establish an internal complaints procedure for dealing with a complaint relating to the performance of its functions under these Regulations.

(2) A complaint relating to the performance by a Scottish public authority or a third party of its functions under these Regulations—

- (a) must be pursued according to the complaints procedure established by that authority or third party under paragraph (1); and
- (b) must be made in writing.

(3) A Scottish public authority or a third party must determine a complaint within a reasonable time, and must notify the complainant of its determination without delay.

(4) Notification under paragraph (3) must be in writing and give reasons for the determination.

Changes to legislation:

There are currently no known outstanding effects for the The INSPIRE (Scotland) Regulations 2009, Section 14.