



Commissioner for Older People (Wales) Act 2006

2006 CHAPTER 30

Complaints procedure

20 Complaints procedure in respect of the Commissioner

- (1) The Commissioner must establish a procedure for the investigation of complaints made in respect of his actions or omissions relating to the discharge of his functions.
- (2) The procedure established under subsection (1) must include provision about—
 - (a) how a complaint may be made;
 - (b) the person to whom a complaint may be made;
 - (c) the period within which consideration of a complaint must begin and should be concluded; and
 - (d) action that the Commissioner must consider taking in response to a complaint.
- (3) The Commissioner may amend the procedure established under subsection (1) from time to time.
- (4) Before establishing or amending the procedure under subsection (1) the Commissioner must consult the [^{F1}Welsh Ministers]^{F1} and obtain [^{F2}their]^{F2} approval.
- (5) After establishing or amending the procedure under subsection (1) the Commissioner must send a document setting out the procedure to the [^{F3}Welsh Ministers]^{F3}.

Textual Amendments

- F1** Words in s. 20(4) substituted (the amendment coming into force immediately after the end of "the initial period" (which ended with the day of the first appointment of a First Minister on 25.5.2007) in accordance with art. 1(2)(3) of the amending S.I. and see ss. 46, 161(5) of [Government of Wales Act 2006 \(c. 32\)](#)) by [The Government of Wales Act 2006 \(Consequential Modifications and Transitional Provisions\) Order 2007 \(S.I. 2007/1388\)](#), arts. 1(2)(3), 3, [Sch. 1 para. 138\(2\)\(a\)](#)

Changes to legislation: There are currently no known outstanding effects for the Commissioner for Older People (Wales) Act 2006, Cross Heading: Complaints procedure. (See end of Document for details)

- F2** Word in s. 20(4) substituted (the amendment coming into force immediately after the end of "the initial period" (which ended with the day of the first appointment of a First Minister on 25.5.2007) in accordance with art. 1(2)(3) of the amending S.I. and see ss. 46, 161(5) of [Government of Wales Act 2006 \(c. 32\)](#)) by [The Government of Wales Act 2006 \(Consequential Modifications and Transitional Provisions\) Order 2007 \(S.I. 2007/1388\)](#), arts. 1(2)(3), 3, **Sch. 1 para. 138(2)(b)**
- F3** Words in s. 20(5) substituted (the amendment coming into force immediately after the end of "the initial period" (which ended with the day of the first appointment of a First Minister on 25.5.2007) in accordance with art. 1(2)(3) of the amending S.I. and see ss. 46, 161(5) of [Government of Wales Act 2006 \(c. 32\)](#)) by [The Government of Wales Act 2006 \(Consequential Modifications and Transitional Provisions\) Order 2007 \(S.I. 2007/1388\)](#), arts. 1(2)(3), 3, **Sch. 1 para. 138(3)**

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