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STATUTORY INSTRUMENTS

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**2003 No. 370**

The Local Authority Adoption  
Service (England) Regulations 2003

PART III

CONDUCT OF LOCAL AUTHORITY ADOPTION SERVICE

**Complaints**

17. Each local authority shall—

- (a) ensure that a written record is made of any complaint, including details of the investigation made, the outcome and any action taken in consequence, and for that record to be retained for at least 3 years from the date that it is made; and
- (b) supply to the Commission at its request a statement containing a summary of any complaints made in respect of the adoption service during the preceding 12 months and any action taken in consequence.