
STATUTORY INSTRUMENTS

2009 No. 1768

The Local Authority Social Services and National Health Service Complaints (England) (Amendment) Regulations 2009

Amendment of regulation 6 of the Complaints Regulations

3. In regulation 6 of the Complaints Regulations (duty to handle complaints), after paragraph (1), insert—

“(1A) This regulation also applies to a complaint made on or after 1st September 2009 in accordance with these Regulations to a local authority where—

- (a) the local authority has made arrangements with a person for the discharge of a relevant function; and
- (b) the complaint relates to the discharge of, or the failure to discharge, a relevant function under those arrangements.

(1B) In paragraph (1A), “relevant function” means—

- (a) any of the local authority’s social services functions; or
- (b) any function to be discharged by the local authority under arrangements specified in paragraph (1)(a)(ii).”.