
WELSH STATUTORY INSTRUMENTS

2004 No. 1756

The Adult Placement Schemes (Wales) Regulations 2004

PART IV —

CONDUCT OF ADULT PLACEMENT SCHEMES

Complaints

21.—(1) The registered person must prepare and follow a written procedure (referred to in these Regulations as “the complaints procedure”) for considering complaints made to it by an adult placement carer, a relevant adult or a person acting on behalf of a relevant adult.

(2) The complaints procedure must be appropriate to the needs of relevant adults.

(3) The registered person must ensure that any complaint made under the complaints procedure is fully investigated.

(4) The registered person must, as soon as is reasonably practicable but in any event within 28 days of the date on which the complaint was received, inform the person who made the complaint of the action (if any) that is to be taken.

(5) The registered person must supply a copy of the complaints procedure to —

(a) every adult whom it has placed under the scheme; and

(b) on request, to any relevant adult or person acting on behalf of a relevant adult.

(6) Where a copy of the complaints procedure is to be supplied in accordance with paragraph (5) to a person who is blind or whose vision is impaired, the registered person must, if it is practicable to do so, supply, in addition to the written copy, a version of the procedure in a form which is suitable for that person.

(7) The copy of the complaints procedure must include —

(a) the name and address of the appropriate office of the National Assembly; and

(b) the procedure (if any) which has been notified by the National Assembly to the registered person for the making of complaints to the National Assembly in relation to the scheme.

(8) The registered person must supply to the appropriate office of the National Assembly at its request a statement containing a summary of the complaints made during the preceding twelve months and of the action that was taken in response to each complaint.