
WELSH STATUTORY INSTRUMENTS

2005 No. 3365

The Representations Procedure
(Children) (Wales) Regulations 2005

PART IV

HANDLING AND CONSIDERATION OF REPRESENTATIONS

Duty of the local authority to provide information and assistance for complainants

- 12.**—(1) As soon as possible after receiving the representations the local authority must—
- (a) provide the complainant with—
 - (i) details of the procedure set out in these Regulations; and
 - (ii) where appropriate, information about advocacy services; and
 - (b) offer the complainant—
 - (i) assistance and guidance on following the procedure or advice on where he or she may obtain it; and
 - (ii) where appropriate, help in obtaining an advocate.