
WELSH STATUTORY INSTRUMENTS

2005 No. 3366

**The Social Services Complaints
Procedure (Wales) Regulations 2005**

PART VII

LEARNING FROM COMPLAINTS

Monitoring the operation of the complaints procedure

29. Each local authority must monitor the arrangements that they have made with a view to ensuring that they comply with the Regulations by keeping a record of each complaint received, the outcome of each complaint, and whether there was compliance within the time limits specified in regulations 18 and 20.

Annual Report

30.—(1) Each local authority must prepare an annual report on their performance in handling and consideration of complaints for the purposes of—

- (a) monitoring compliance with these Regulations, and
- (b) improving the handling and consideration of complaints.

(2) The first report referred to in paragraph (1) must be compiled within 12 months of the date of the coming into force of these Regulations.