
WELSH STATUTORY INSTRUMENTS

2005 No. 3366

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

PART IV

WORKING WITH OTHER AGENCIES

Handling of care standards complaints

14.—(1) Except where paragraph (2) applies, in any case where a complaint relates wholly or partly to services provided by an establishment or agency in respect of which a person is registered by the National Assembly under the Care Standards Act 2000⁽¹⁾, the local authority receiving such a complaint must, within 2 working days of receipt—

- (a) send details of the whole complaint or that part of the complaint which relates to the registered service to the person registered to provide that service;
- (b) request the person to whom details are sent under sub-paragraph (a) to notify the authority within 10 working days of the outcome of their consideration of the complaint; and
- (c) inform the complainant of the action that has been taken under sub-paragraphs (a) and (b).

(2) This paragraph applies where—

- (a) a complaint has already been considered by the registered person; or
- (b) the local authority are of the opinion that to proceed under paragraph (1) would be likely to compromise or prejudice the investigation of the complaint under Part V of the Regulations or might compromise or prejudice an investigation by the National Assembly.

(3) In any case where a complaint relates wholly or partly to services provided by an establishment or agency in respect of which a person is registered by the National Assembly, the local authority must notify the appropriate office of the National Assembly if it has not been possible to resolve the complaint under regulation 18.