
WELSH STATUTORY INSTRUMENTS

2005 No. 3366

The Social Services Complaints
Procedure (Wales) Regulations 2005

PART V

HANDLING AND CONSIDERATION OF
COMPLAINTS BY LOCAL AUTHORITIES

Making a complaint

15.—(1) Where a person wishes to make a complaint under these Regulations, he or she may make the complaint to any member of the staff of the local authority employed or engaged in relation to the social service functions of the authority.

(2) A complaint under paragraph (1) may be made orally or in writing (including electronically).