
WELSH STATUTORY INSTRUMENTS

2005 No. 3366

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

PART II

SETTING UP THE COMPLAINTS PROCEDURE

Complaints officer

6.—(1) Each local authority must appoint a person, in these Regulations referred to as a complaints officer, to manage the procedures for handling and considering complaints and in particular—

- (a) to perform the functions of the complaints officer under these Regulations;
- (b) to perform such other functions in relation to complaints as the local authority may require; and
- (c) to co-operate with such other persons or bodies as may be necessary in order to investigate or resolve complaints.

(2) The functions of the complaints officer may be performed by any person authorised by the local authority to act on behalf of the complaints officer.

(3) A complaints officer may be—

- (a) a person who is not an employee of the local authority; and
- (b) appointed as complaints officer for more than one body.