
WELSH STATUTORY INSTRUMENTS

2014 No. 1794

**The Social Services Complaints
Procedure (Wales) Regulations 2014**

PART 1

GENERAL

Title, commencement and application

1.—(1) The title of these Regulations is the Social Services Complaints Procedure (Wales) Regulations 2014 and they come into force on 1 August 2014.

(2) These Regulations apply in relation to Wales.

Interpretation

2. In these Regulations—

“complainant” (*“achwynnydd”*) means a person making a complaint under regulation 9 and any reference to a complainant includes a reference to his or her representative.

“complaints officer” (*“swyddog cwynion”*) means the person appointed under regulation 5;

“complaints procedure” (*“gweithdrefn gwynion”*) means the arrangements made under regulation 3;

“former complaints procedure” (*“gweithdrefn gwynion flaenorol”*) means the complaints procedure established under the provisions of the Social Services Complaints Procedure (Wales) Regulations 2005(1) pursuant to sections 114 and 115 of the Health and Social Care (Community Health and Standards) Act 2003(2);

“independent investigator” (*“ymchwilydd annibynnol”*) means a person who is neither a member nor officer of the local authority to which complaints have been made, or the spouse or civil partner of such a member or officer but does include a person with whom the local authority has entered into a contract for services in order to conduct an investigation.

“local authority” (*“awdurdod lleol”*) means a county council or county borough council in Wales;

“staff” (*“staff”*) means any person who is employed by or engaged to provide services to a local authority; and

“working day” (*“diwrnod gwaith”*) means a day except Saturday, Sunday, Christmas Day, Boxing Day, Good Friday or a day which is a bank holiday under the Banking and Financial Dealings Act 1971(3).

(1) S.I. 2005/3366 (W.263).

(2) 2003 c.43.

(3) 1971 c.80.

Status: This is the original version (as it was originally made). This item of legislation is currently only available in its original format.
