
WELSH STATUTORY INSTRUMENTS

2014 No. 1794

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

PART 3

NATURE AND SCOPE OF THE COMPLAINTS PROCEDURE

Withdrawal of complaints

14.—(1) A complaint may be withdrawn at any time by the person who made the complaint and the withdrawal may be notified—

- (a) in writing; or
- (b) orally, either by telephone or in person.

(2) A local authority must as soon as reasonably practicable write to the person who has withdrawn a complaint orally to confirm the oral withdrawal of a complaint.

(3) Where a complaint has been withdrawn, a local authority may nevertheless continue to investigate any issues raised by a complaint in accordance with Part 4, should the local authority consider that it is necessary to do so.