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WELSH STATUTORY INSTRUMENTS

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**2014 No. 1794**

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

**PART 4**

**HANDLING AND INVESTIGATION OF  
COMPLAINTS BY LOCAL AUTHORITIES**

**Local Resolution**

**16.—**(1) The procedure followed by the local authority in considering complaints under this regulation need not involve an independent investigator.

(2) The local authority must offer to discuss the complaint with the complainant in an attempt to informally resolve the complaint.

(3) Any discussion that takes place in accordance with paragraph (2) must be held within 10 working days of the date upon which the local authority acknowledges receipt of the complaint.

(4) The time limit for any discussion that takes place in accordance with paragraph (2) may, in exceptional circumstances, be extended by agreement between the local authority and the complainant.

(5) Where the local authority resolves the matter to the satisfaction of the complainant then the local authority must provide the complainant with written details of the terms of the resolution within 5 working days of the date upon which the complaint is resolved.