
WELSH STATUTORY INSTRUMENTS

2014 No. 1794

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

PART 1

GENERAL

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.