
WELSH STATUTORY INSTRUMENTS

2014 No. 1794

The Social Services Complaints
Procedure (Wales) Regulations 2014

PART 5

LEARNING FROM COMPLAINTS

Monitoring

20. Each local authority must keep a record of—

- (a) each complaint it receives;
- (b) the outcome of each complaint;
- (c) whether the local authority has complied with the time limits specified in regulations 16 to 19;

with the intention of monitoring its compliance with these Regulations.