
WELSH STATUTORY INSTRUMENTS

2014 No. 1794

The Social Services Complaints
Procedure (Wales) Regulations 2014

PART 2

SETTING UP THE COMPLAINTS PROCEDURE

Duty to establish a complaints procedure

3.—(1) Each local authority must make arrangements in accordance with these Regulations for the handling and consideration of complaints.

(2) The arrangements made in accordance with paragraph (1) must be in writing.