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**Changes to legislation:** There are currently no known outstanding effects for the Well-being of Future Generations (Wales) Act 2015, Cross Heading: Complaints procedure. (See end of Document for details)

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## SCHEDULE 2

### THE FUTURE GENERATIONS COMMISSIONER FOR WALES

#### *Complaints procedure*

- 12 (1) The Commissioner must establish a procedure for the investigation of complaints about the exercise of the Commissioner's functions (“the complaints procedure”).
- (2) The complaints procedure must include provision about—
- (a) how a complaint may be made;
  - (b) the person to whom a complaint may be made;
  - (c) the period within which consideration of a complaint must begin and be concluded;
  - (d) the action that the Commissioner must consider taking in response to a complaint.
- (3) The Commissioner may amend the complaints procedure, but this is subject to the requirement to include provisions in accordance with sub-paragraph (2).
- (4) The Commissioner must—
- (a) make a copy of the complaints procedure available for inspection at the Commissioner's office, and
  - (b) ensure that copies of the complaints procedure are made available at such other places and by such other means as the Commissioner considers appropriate.
- (5) The Commissioner must ensure that the arrangements for inspecting and gaining access to copies of the complaints procedure are published in such a way as to bring those arrangements to the attention of persons whom the Commissioner thinks likely to have an interest in the procedure.

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#### **Commencement Information**

**II** Sch. 2 para. 12 in force at 16.10.2015 by S.I. 2015/1785, art. 2(o)

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