



Mesur Tai (Cymru) 2011

2011 mccc 5

RHAN 2

LANDLORDIAID CYMDEITHASOL COFRESTREDIG

PENNOD 1

PERFFORMIAD

39 Canllawiau ynghylch cwynion am berfformiad

Ar ôl adran 35 o Ddeddf Tai 1996 mewnosoder—

“Complaints about performance

35A Guidance about complaints about performance

- (1) The Welsh Ministers may publish guidance about complaints to the Welsh Ministers about the performance of registered social landlords.
- (2) The guidance may specify (among other things)—
 - (a) the procedure to be followed in making a complaint;
 - (b) the criteria used by the Welsh Ministers in deciding whether to investigate a complaint;
 - (c) periods within which the Welsh Ministers aim to inform complainants of the result of complaints.
- (3) The Welsh Ministers may revise or withdraw the guidance.
- (4) This section does not apply in relation to complaints about a registered social landlord’s provision of housing in England.”