

SCHEDULES

SCHEDULE 9

EQUALITY: ENFORCEMENT OF DUTIES

Complaints

- 10 (1) If the Commission receives a complaint made in accordance with this paragraph of failure by a public authority to comply with a scheme approved or made under paragraph 6 or 7, it shall—
- (a) investigate the complaint; or
 - (b) give the complainant reasons for not investigating.
- (2) A complaint must be made in writing by a person who claims to have been directly affected by the failure.
- (3) A complaint must be sent to the Commission during the period of 12 months starting with the day on which the complainant first knew of the matters alleged.
- (4) Before making a complaint the complainant must—
- (a) bring the complaint to the notice of the public authority; and
 - (b) give the public authority a reasonable opportunity to respond.