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WELSH STATUTORY INSTRUMENTS

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**2003 No. 781**

**The Residential Family Centres (Wales) Regulations 2003**

**PART III**

**CONDUCT OF RESIDENTIAL FAMILY CENTRES**

**Complaints**

**20.**—(1) The registered person must establish a procedure (“the complaints procedure”) for considering complaints made to the registered person by a resident or a person acting on behalf of a resident.

(2) The registered person must ensure that any complaint made under the complaints procedure is fully investigated.

(3) The registered person must provide a written copy of the complaints procedure on request to any resident and any person acting on behalf of a resident.

(4) The written copy of the complaints procedure must include —

- (a) the name and address of the appropriate office of the National Assembly, and
- (b) the procedure (if any) that has been notified by the of the appropriate office of the National Assembly to the registered person for the making of complaints to the appropriate office of the National Assembly relating to residential family centres.

(5) The registered person must, within 28 days after the date on which the complaint is made, or such shorter period as may be reasonable in the circumstances, inform the person who made the complaint of the action (if any) that is to be taken.

(6) The registered person must ensure that a written record is made of any complaint or representation, the action taken in response, and the outcome of the investigation.

(7) The registered person must supply to the appropriate office of the National Assembly at its request a statement containing a summary of the complaints made during the preceding twelve months and the action that was taken.