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WELSH STATUTORY INSTRUMENTS

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**2005 No. 1514**

**The Adoption Support Agencies (Wales) Regulations 2005**

**PART 4**

**CONDUCT OF AGENCIES**

**Complaints — further requirements**

**20.**—(1) The registered person must ensure that any complaint made under the complaints procedure is fully investigated.

(2) The registered person must, so far as is reasonably practicable, within a period of 20 working days beginning on the date on which the complaint is received by the agency, inform the complainant of the action (if any) that is to be taken in response to the complaint.

(3) The registered person must ensure that a written record is made of any complaint, including details of the investigation made, the outcome and any action taken in consequence.

(4) The registered person must take all reasonable steps to ensure that —

(a) children are enabled to make a complaint; and

(b) no person is subject to any reprisal by the agency for making a complaint.

(5) The registered person must supply to the registration authority, at its request a statement containing a summary of any complaints made during the preceding 12 months and the action that was taken in response.