
WELSH STATUTORY INSTRUMENTS

2005 No. 3366

**The Social Services Complaints
Procedure (Wales) Regulations 2005**

PART VI

THE INDEPENDENT PANEL HEARING

Initial handling of request

- 24.**—(1) When the Assembly receives a request for a panel hearing it must—
- (a) acknowledge receipt of the request in writing within 2 working days;
 - (b) ask the complainant to provide within 20 working days if one has not already been provided, a written statement setting out the basis of the complaint and why the complainant is dissatisfied with the local authority's response;
 - (c) inform, in writing, the local authority complained against and send it a copy of the complainant's letter requesting a panel hearing and, when available, a copy of the complainant's statement requested under sub-paragraph (b);
 - (d) request from the local authority the complaints file and any information and documents relevant to the complaint.
- (2) The Assembly must convene a panel to further consider the complaint within 20 working days of receipt of the complainant's written statement of the complaint.
- (3) The panel must consist of 3 members, one drawn from the list of persons with social services experience and two drawn from the list of lay persons.
- (4) One of the panel members drawn from the list of lay persons must be appointed by the Assembly to chair the panel.