
WELSH STATUTORY INSTRUMENTS

2014 No. 1794

**The Social Services Complaints
Procedure (Wales) Regulations 2014**

PART 2

SETTING UP THE COMPLAINTS PROCEDURE

Complaints officer

5.—(1) Each local authority must appoint a person, in these Regulations referred to as a complaints officer.

(2) The function of the complaints officer is to manage the procedures for handling and considering complaints.

(3) The function of the complaints officer may be performed by any person authorised by the local authority to act on behalf of the complaints officer.

(4) A complaints officer need not be an employee of the local authority and may be appointed as a complaints officer for more than one local authority.