



Qualifications Wales Act 2015

2015 anaw 5

PART 8

SUPPLEMENTARY

Subsidiary functions

48 Complaints

- (1) Qualifications Wales must make arrangements for dealing with complaints made in respect of—
 - (a) the exercise of its functions;
 - (b) the awarding of approved qualifications by a recognised body;
 - (c) the awarding of forms of qualification designated under section 29 by a recognised body;
 - (d) any other activities of a recognised body which Qualifications Wales considers are relevant to the body's recognition.
- (2) Qualifications Wales must publish the arrangements.
- (3) The arrangements may (among other things) make provision—
 - (a) about the type of complaint in respect of which they apply;
 - (b) for a complaint to be referred to a person who is independent of Qualifications Wales.
- (4) A person is independent of Qualifications Wales, for this purpose—
 - (a) in the case of an individual, if he or she is neither a member of Qualifications Wales nor a member of Qualifications Wales' staff;
 - (b) in the case of a body, if none of the body's members is a member of Qualifications Wales nor a member of Qualifications Wales' staff.

Changes to legislation: There are currently no known outstanding effects for the
Qualifications Wales Act 2015, Section 48. (See end of Document for details)

Commencement Information

II [S. 48](#) in force at 21.9.2015 by [S.I. 2015/1687](#), [art. 2](#) (with [arts. 3-12](#))

Changes to legislation:

There are currently no known outstanding effects for the Qualifications Wales Act 2015, Section 48.