



2016 CHAPTER 4

PART 3

COMPLAINTS HANDLING PROCEDURE

Obligation for listed authority to have complaints handling procedure

36.—(1) A listed authority must ensure—

- (a) it has a complaints handling procedure in respect of action taken by the listed authority, and
- (b) any such procedure complies with the statement of principles.

(2) A listed authority which is responsible for a complaints handling procedure—

- (a) in relation to, or
- (b) operated by,

another listed authority, must ensure the procedure complies with the statement of principles.