

1990 No. 2244

SOCIAL SERVICES, ENGLAND AND WALES

**Local Authority Social Services (Complaints Procedure)
Order 1990**

Made - - - - - *12th November 1990*

Coming into force - - - - - *1st April 1991*

The Secretary of State for Health, in exercise of the powers conferred by section 7B(1) of the Local Authority Social Services Act 1970(a), and of all other powers enabling him in that behalf, hereby makes the following Order:-

Citation and commencement

1. This Order may be cited as the Local Authority Social Services (Complaints Procedure) Order 1990 and shall come into force on 1st April 1991.

Complaints procedure

2. Every local authority shall establish a procedure for considering any representations (including any complaints) which are made to them by a qualifying individual, or anyone acting on his behalf, in relation to the discharge of, or any failure to discharge, any of their social services functions in respect of that individual.

Signed by authority of the Secretary of State for Health.

Virginia Bottomley
Minister of State,
Department of Health

12th November 1990

(a) 1970 c.42; section 7B was inserted by section 50 of the National Health Service and Community Care Act 1990 (c.19).

EXPLANATORY NOTE

(This note is not part of the Order)

This Order requires local authorities in England and Wales to establish a procedure for considering representations (including complaints) by qualifying individuals as defined in section 7B(2) of the Local Authority Social Services Act 1970, or anyone acting on their behalf, in relation to the discharge of, or any failure to discharge, any of their social services functions in respect of such individuals.

55p net

ISBN 0 11 005244 7

Printed in the United Kingdom for HMSO

880 WO1932 C39 11/90 452/3 4235 46378 903608