
STATUTORY INSTRUMENTS

2005 No. 2720

The Adoption Support Agencies (England) and Adoption Agencies (Miscellaneous Amendments) Regulations 2005

PART 3

CONDUCT OF AGENCIES

Complaints – further requirements

17.—(1) The registered person shall ensure that any complaint made under the complaints procedure is fully investigated.

(2) The registered person shall, so far as is reasonably practicable, within a period of 28 days beginning on the date on which the complaint is received by the agency, inform the complainant of the outcome of the investigation and the action (if any) that is to be taken in consequence.

(3) The registered person shall ensure that a written record is made of any complaint, including details of the investigation made, the outcome and any action taken in consequence, and for that record to be retained for at least 3 years from the date that it is made.

(4) The registered person shall take all reasonable steps to ensure that—

(a) children are enabled to make a complaint; and

(b) no person is subject to any reprisal by the agency for making a complaint.

(5) The registered person shall supply to the registration authority at its request a statement containing a summary of any complaints made during the preceding 12 months and the action that was taken in consequence.