
STATUTORY INSTRUMENTS

2017 No. 521

The Gangmasters and Labour Abuse Authority
(Complaints and Misconduct) Regulations 2017

PART 3

HANDLING OF COMPLAINTS

Initial handling and recording of complaints

18.—(1) Where a complaint is made to the Commission, it must give notification of the complaint to the Chief Executive.

(2) But the Commission need not give that notification if the Commission considers that there are exceptional circumstances that justify it not being given.

(3) Where the Commission gives notification of a complaint under paragraph (1), the Commission must notify the complainant that the notification has been given and of what it contained.

(4) Where—

(a) a complaint is notified to the Chief Executive under paragraph (1); or

(b) a complaint is made to the Chief Executive,

the Chief Executive must record the complaint.