

SCHEDULE 5

Standards which deal with Supplementary Matters

PART 1

SERVICE DELIVERY STANDARDS

- 1** **A body publicising service delivery standards**
- Standard 149:** You must ensure that a document which records the service delivery standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those standards, is available—
- (a) on your website, and
 - (b) in each of your offices that are open to the public.
- 2** **A body publishing a complaints procedure**
- Standard 150:** You must—
- (a) ensure that you have a complaints procedure that deals with the following matters—
 - (i) how you intend to deal with complaints relating to your compliance with the service delivery standards with which you are under a duty to comply, and
 - (ii) how you will provide training for your staff in relation to dealing with those complaints,
 - (b) publish a document that records that procedure on your website, and
 - (c) ensure that a copy of that document is available in each of your offices that are open to the public.
- 3** **A body publishing arrangements for oversight, promotion etc.**
- Standard 151:** You must—
- (a) ensure that you have arrangements for—
 - (i) overseeing the way you comply with the service delivery standards with which you are under a duty to comply,
 - (ii) promoting the services that you offer in accordance with those standards, and
 - (iii) facilitating the use of those services,
 - (b) publish a document that records those arrangements on your website, and
 - (c) ensure that a copy of that document is available in each of your offices that are open to the public.
- 4** **A body producing an annual report regarding service delivery standards**
- Standard 152:**
- (1) You must produce a report (an “annual report”), in Welsh, in relation to each financial year, which deals with the way in which you have complied with the service delivery standards with which you were under a duty to comply during that year.
 - (2) The annual report must include the number of complaints that you received during that year which related to your compliance with the service delivery standards with which you were under a duty to comply.
 - (3) You must publish the annual report no later than 6 months following the end of the financial year to which the report relates.

Status: This is the original version (as it was originally made). This item of legislation is currently only available in its original format.

- (4) You must publicise the fact that you have published an annual report.
- (5) You must ensure that a current copy of your annual report is available—
 - (a) on your website, and
 - (b) in each of your offices that are open to the public.

5 A body publicising the way it intends to comply with service delivery standards

Standard 153: You must publish a document on your website which explains how you intend to comply with the service delivery standards with which you are under a duty to comply.

6 A body providing information to the Welsh Language Commissioner

Standard 154: You must provide any information requested by the Welsh Language Commissioner which relates to your compliance with the service delivery standards with which you are under a duty to comply.
