



Social Services and Well-being (Wales) Act 2014

2014 anaw 4

PART 10

COMPLAINTS, REPRESENTATIONS AND ADVOCACY SERVICES

CHAPTER 1

COMPLAINTS AND REPRESENTATIONS ABOUT SOCIAL SERVICES

173 Assistance for complainants

- (1) Regulations may require local authorities to—
 - (a) make arrangements to provide assistance (by way of representation or otherwise) to persons who make, or intend to make, a complaint under regulations made under section 171, and
 - (b) give publicity to the arrangements for the provision of that assistance.
- (2) The regulations may, for example, make provision about—
 - (a) the persons to whom assistance must be provided;
 - (b) the kind of assistance that must be provided to those persons;
 - (c) the persons by whom that assistance may be provided;
 - (d) the stage or stages in the consideration of a complaint in relation to which that assistance must be provided;
 - (e) the kind of publicity that must be given to the arrangements for the provision of that assistance.