



# Qualifications Wales Act 2015

2015 anaw 5

## PART 8

### SUPPLEMENTARY

#### *Subsidiary functions*

#### **48 Complaints**

- (1) Qualifications Wales must make arrangements for dealing with complaints made in respect of—
  - (a) the exercise of its functions;
  - (b) the awarding of approved qualifications by a recognised body;
  - (c) the awarding of forms of qualification designated under section 29 by a recognised body;
  - (d) any other activities of a recognised body which Qualifications Wales considers are relevant to the body's recognition.
- (2) Qualifications Wales must publish the arrangements.
- (3) The arrangements may (among other things) make provision—
  - (a) about the type of complaint in respect of which they apply;
  - (b) for a complaint to be referred to a person who is independent of Qualifications Wales.
- (4) A person is independent of Qualifications Wales, for this purpose—
  - (a) in the case of an individual, if he or she is neither a member of Qualifications Wales nor a member of Qualifications Wales' staff;
  - (b) in the case of a body, if none of the body's members is a member of Qualifications Wales nor a member of Qualifications Wales' staff.