

Here are the relevant regulations . the full guidance are at the DOH WEBSITE and google the terms

1) The Care Homes Regulations 2001

Complainants may also make their complaints directly to the National Care Standards Commission.

Robust procedures for responding to suspicion or evidence of abuse or neglect (including whistle blowing) ensure the safety and protection of service users, including passing on concerns to the NCSC in accordance with the Public Interest Disclosure Act 1998 and Department of Health (DH) guidance No Secrets.

2) Complain To CSCI(commision for social care inspection)

We will reply to you within three working days.

We will let you know who will be dealing with your complaint and discuss any further details with you.

We will respond to you in full by letter within 15 days and let you know what we intend to do about your complaint.

3) Department of Health (DH) guidance No Secrets.

Guidance on care of elderly

To set up regional networks , to monitor + handle complaints

4) CARE STANDARDS TRIBUNAL – Has authority to shut down care homes