

## Resources and further reading

In this section

[Legal guidance](#)

[Laws and regulations](#)

[UK regulators](#)

[UK ombudsmen](#)

[Background reading](#)

[Advocacy and support organisations by nation](#)

### Legal guidance

#### General guidance

[Care homes: consumer rights for residents and their families](#)

[UK Care Home Providers for Older People - Advice on Consumer Law Helping Care Homes Comply with Their Consumer Law Obligations](#)

[Principles of Good Complaint Handling](#)

[My Expectations for Raising Concerns and Complaints](#)

#### England

[Regulation 16: Receiving and acting on complaints](#)

#### Wales

[A Guide to Handling Complaints and Representations by Local Authority Social Services](#)

#### Scotland

[Health and Social Care Standards: My Support, my Life](#)

[The Model Complaints Handling Procedures](#)

#### Northern Ireland

[Residential Care Homes: Minimum Standards](#)

[Care Standards for Nursing Homes](#)

[Complaints procedure](#)

[Raising a concern about a service](#)

## Laws and regulations

### Consumer protection law:

- [Consumer Protection from Unfair Trading Regulations 2008](#)
- [Consumer Contracts \(Information, Cancellation and Additional Charges\) Regulations 2013](#)
- [Consumer Rights Act 2015](#)

### England:

- [Health and Social Care Act 2008 \(Regulated Activities\) Regulations 2014](#) (regulation 16)

### Wales:

- [Adult Placement Schemes \(Wales\) Regulations 2004](#)
- [Public Services Ombudsman \(Wales\) Act 2005](#) (section 33(1))
- [Representations Procedure \(Wales\) Regulations 2014](#)
- [Social Services Complaints Procedure \(Wales\) Regulations 2014](#)
- [Regulation and Inspection of Social Care \(Wales\) Act 2016](#)
- [Regulated Services \(Services Providers and Responsible Individuals\) \(Wales\) Regulations 2017](#)

### Scotland:

- [Scottish Public Services Ombudsman Act 2002](#) (section 22(2)(a))
- [Public Services Reform \(Scotland\) Act 2010](#)

### Northern Ireland:

- [Nursing Homes Regulations \(Northern Ireland\) 2005](#)
- [Residential Care Homes Regulations \(Northern Ireland\) 2005](#)
- [Public Services Ombudsman Act \(Northern Ireland\) 2016](#) (section 25)

## UK regulators

### England

[Care Quality Commission](#)

### Wales

[Care Inspectorate Wales](#)

### Scotland

[Care Inspectorate](#)

### Northern Ireland

[Regulation and Quality Improvement Authority](#)

[Guidance on raising a concern](#)

## **UK ombudsmen**

### **England**

[Local Government and Social Care Ombudsman](#)

[Resources for care providers](#)

[Guidance notes](#)

### **Wales**

[Public Service Ombudsman for Wales](#)

### **Scotland**

[Scottish Public Services Ombudsman](#)

### **Northern Ireland**

[Northern Ireland Public Services Ombudsman](#)

## **Background reading**

### **England**

[\*Adult Social Care: Quality Matters\*](#)

[\*Quality Matters: Acting on Compliments, Feedback and Complaints About Adult Social Care - a Good Practice Guide for Adult Social Care Practitioners\*](#)

[Complain about a service or provider](#)

### **Wales**

[\*Want to Complain About the Care you Pay for? You and the Ombudsman\*](#)

### **Scotland**

[\*How we deal with Concerns and Complaints About Care\*](#)

[\*How to Complain About a Social Work Service\*](#)

[Complaints improvement framework](#)

### **Northern Ireland**

[\*Adult Safeguarding Operational Procedures: Adults at Risk of Harm and Adults in Need of Protection\*](#)

[RQIA Provider Guidance](#)

[\*Adult Safeguarding: Prevention and Protection in Partnership\*](#)

[\*Signposting to the Ombudsman - a Guide for Public Authorities\*](#)

[\*CMA Care Homes Market Study: Evidence from the Commissioner for Older People for Northern Ireland\*](#)

[Residential care and nursing homes](#)

[HSC Trusts](#)

## **Advocacy and support organisations by nation**

### **England**

[Patient Advice and Liaison Service](#)

[NHS advocacy](#)

[Patients Association](#)

[Citizens Advice](#)

### **Wales**

[Citizens Advice Wales](#)

[Advocacy Matters Wales](#)

### **Scotland**

[Scottish Independent Advocacy Alliance](#)

[Citizens Advice Scotland](#)

### **Northern Ireland**

[Patient and Client Council](#)

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