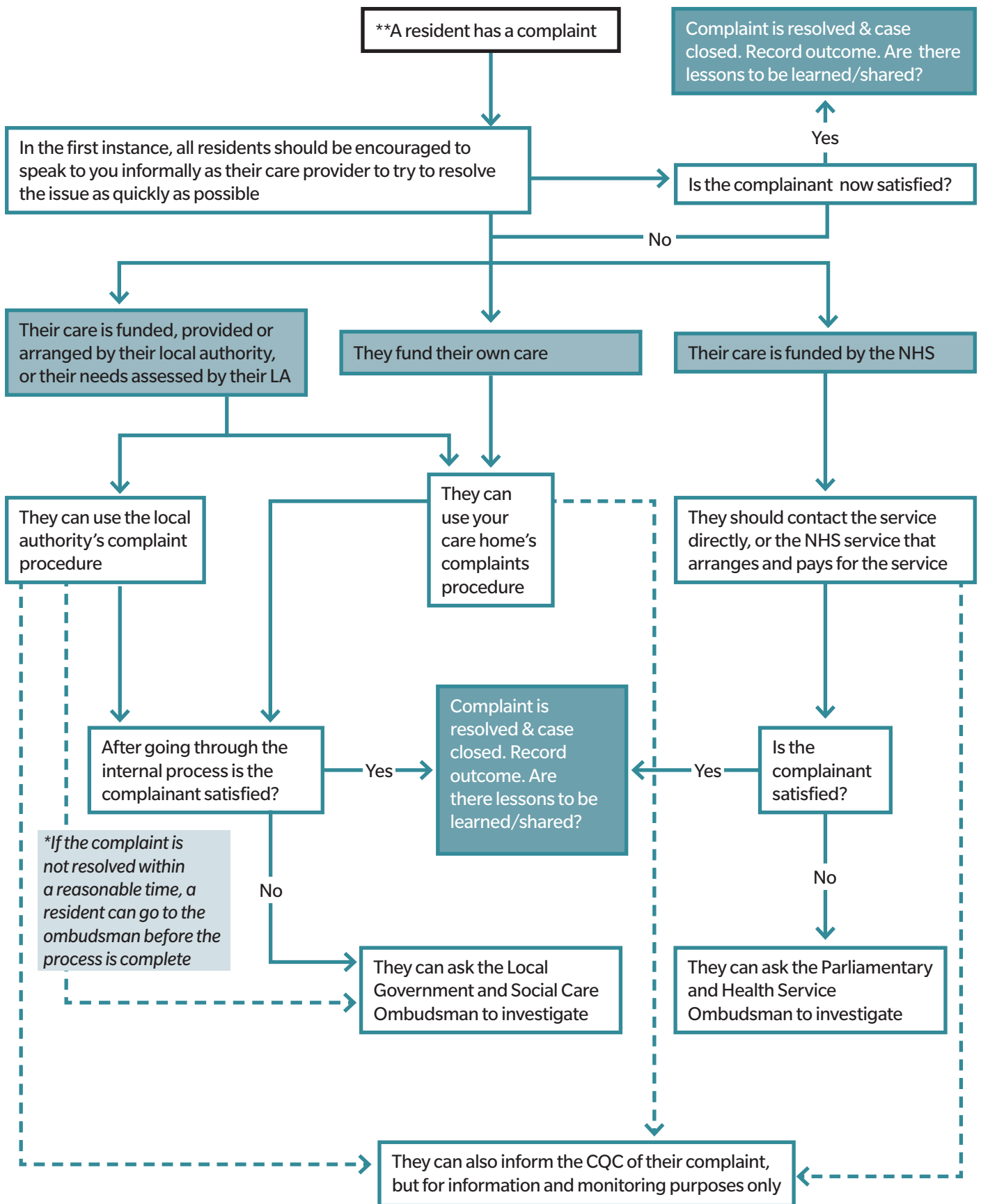


How a resident in a care home can escalate a complaint in England



*This can be up to six months for complaints involving social services.

**As Alternative Dispute Resolution (ADR) is a voluntary resolution option, the consumer and care home could agree to engage in it at any time. Residents can also seek legal advice and/or take court action for breaches of law, such as a breach of contract for example.

***For residents who choose to top up their care through additional payments, please follow the 'They fund their own care' arrows in this diagram.