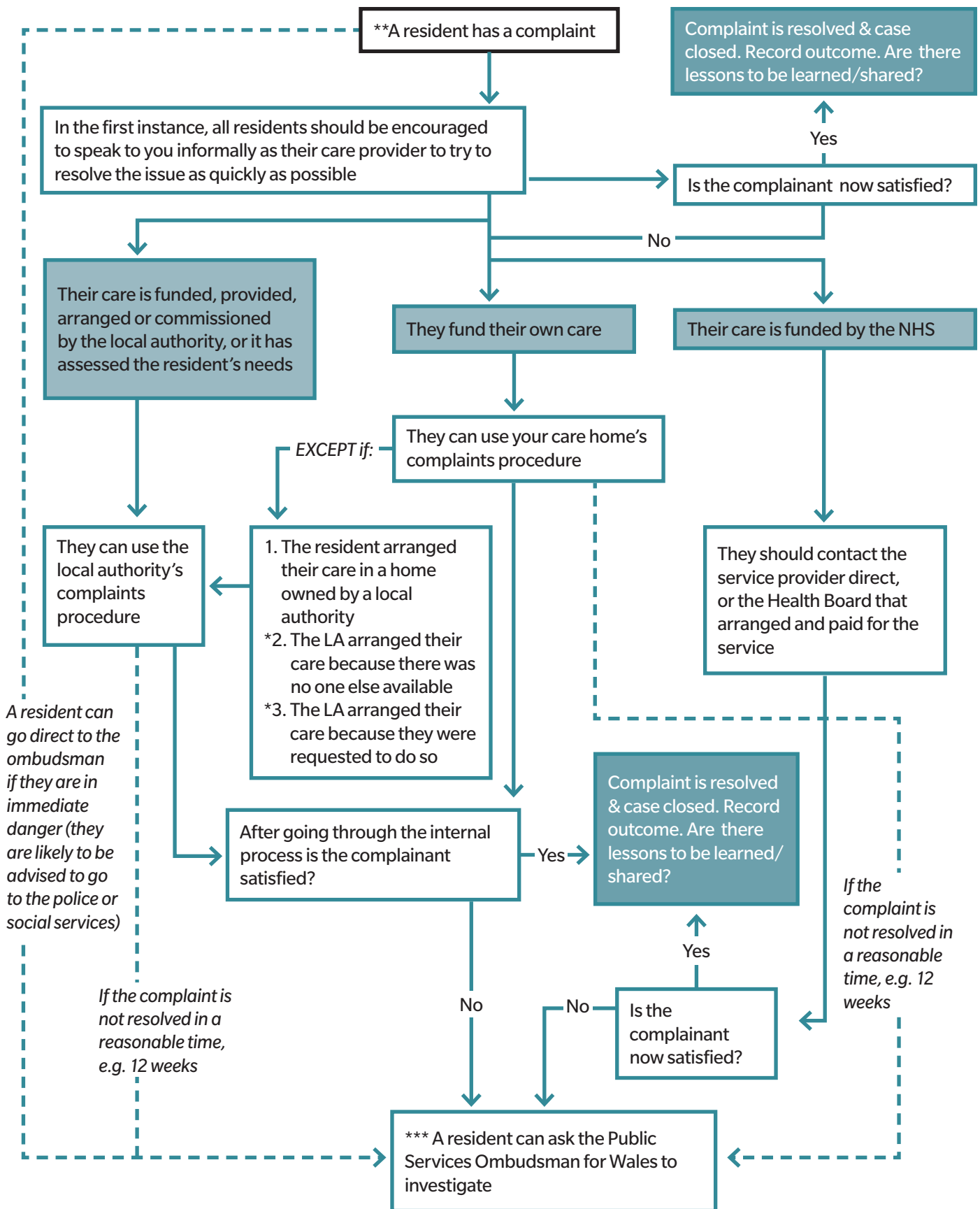


# How a resident in a care home can escalate a complaint in Wales



\* They can only complain about a LA's initial function.

\*\* 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.

\*\*\* If a resident is still unhappy and they can supply further evidence, they can ask the ombudsman review manager to investigate.