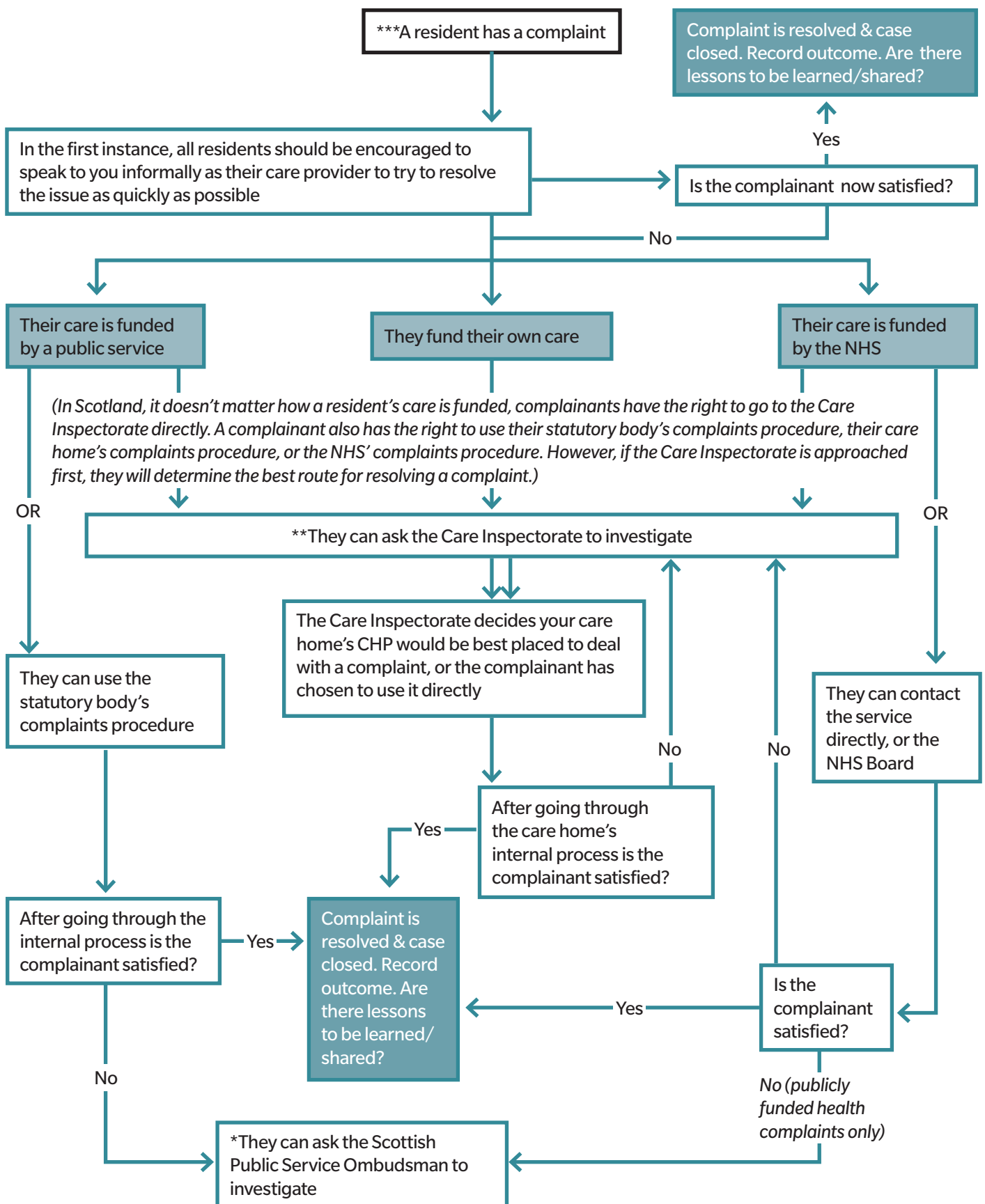


How a resident in a care home can escalate a complaint in Scotland



*The ombudsman can only look at public services in Scotland.

**The Care Inspectorate will encourage complainants to go to the care provider first, and will record any initial contact, even if they don't investigate initially. They can also assess that the care provider is best placed to investigate. The Care Inspectorate would be the first option for nearly everyone in making a complaint.

***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.