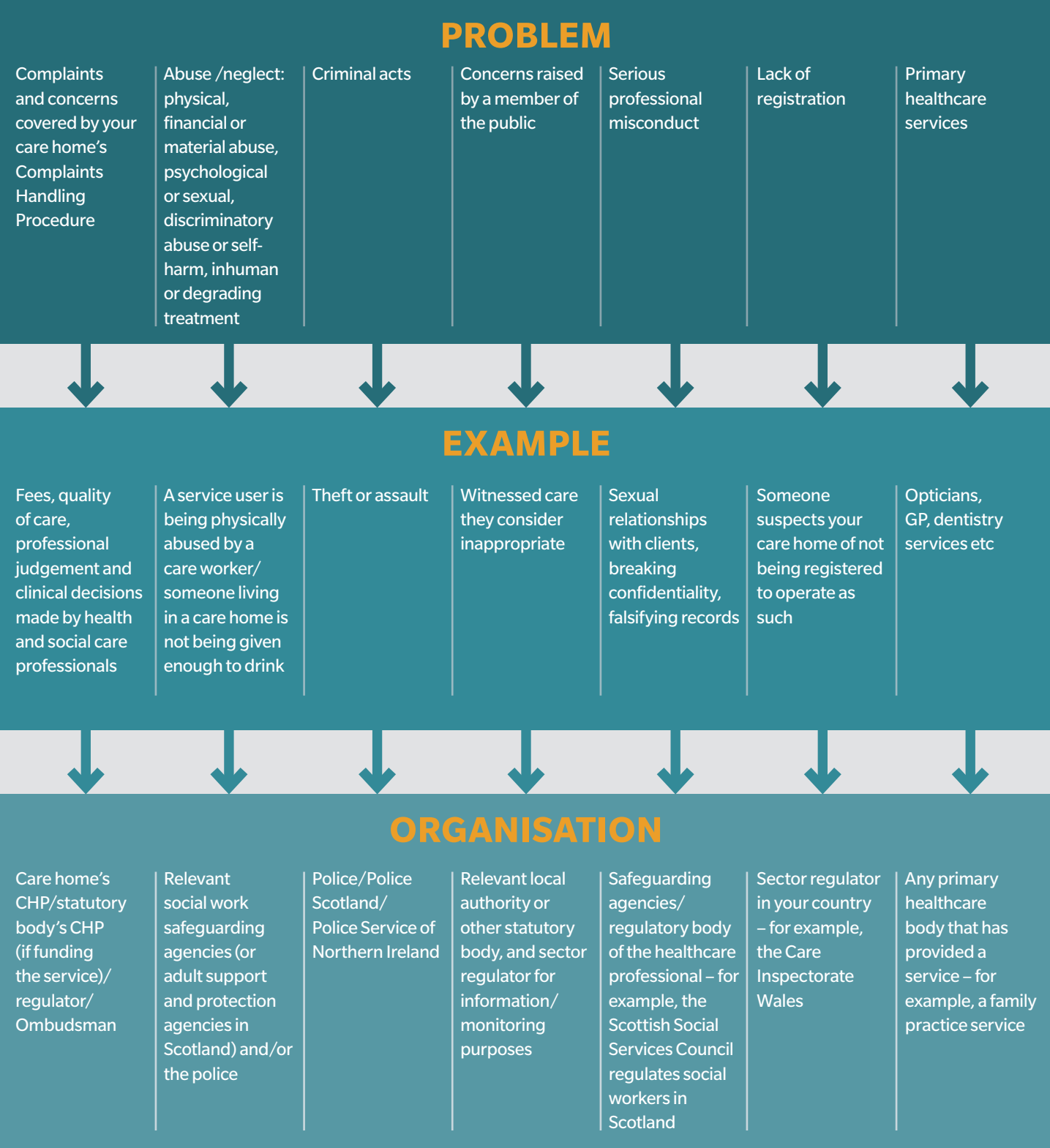


Care home complaints

Types of concerns and who to contact



Important points to note

In many instances, the types of situations listed will be complex and fall into more than one category, meaning multiple agencies will need to be involved. For example: actual abuse – including physical, sexual or psychological – could be classified as a serious incident as well as a safeguarding/adult support and protection issue. While this chart is intended to act as a guide, each complaint will require an element of professional judgement to determine which organisations should be involved. Any part of a complex complaint that can be investigated by your care home's complaints handling procedure will usually be put on hold until any safeguarding/adult support and protection agencies or the police, for example, have finished their own investigations.