

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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