
STATUTORY INSTRUMENTS

2001 No. 3968

The Private and Voluntary Health
Care (England) Regulations 2001

PART III

CONDUCT OF HEALTH CARE ESTABLISHMENTS AND AGENCIES

CHAPTER 1

QUALITY OF SERVICE PROVISION

Complaints

23.—(1) The registered person shall establish a procedure (in these Regulations referred to as “the complaints procedure”) for considering complaints made to the registered person by a patient or a person acting on behalf of a patient.

(2) The registered person shall ensure that any complaint made under the complaints procedure is fully investigated.

(3) The registered person shall supply a written copy of the complaints procedure to every patient and, upon request, to—

- (a) any person acting on behalf of a patient; and
- (b) any person who is considering whether to become a patient.

(4) The written copy of the complaints procedure shall include—

- (a) the name, address and telephone number of the Commission; and
- (b) the procedure (if any) which has been notified by the Commission to the registered person for making complaints to the Commission relating to the establishment or agency.

(5) The registered person shall maintain a record of each complaint, including details of the investigations made, the outcome and any action taken in consequence and the requirements of regulation 21(3)(b) and (c) shall apply to that record.

(6) The registered person shall supply to the Commission annually a statement containing a summary of the complaints made during the preceding twelve months and the action taken in response.