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STATUTORY INSTRUMENTS

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**2006 No. 1681**

**SOCIAL CARE, ENGLAND**

The Local Authority Social Services  
Complaints (England) Regulations 2006

*Made* - - - - 27th June 2006  
*Laid before Parliament* 29th June 2006  
*Coming into force* 1st September 2006

THE LOCAL AUTHORITY SOCIAL SERVICES  
COMPLAINTS (ENGLAND) REGULATIONS 2006

1. Citation, commencement and application
  2. Definitions
  3. Duty to deal with complaints
  4. Persons who can make a complaint
  5. Extent to which complaints shall not be considered
  6. Care standards complaints
  7. Local resolution
  8. Request for investigation of the complaint
  9. Investigation
  10. Report of the outcome of investigation
  11. Request for a review panel
  12. Review panel
  13. Decision of Review panel
  14. Local authority response to recommendation by the review panel
  15. Complaints made to a local authority about an NHS body
  16. Complaints manager
  17. Assistance
  18. Monitoring of operation of procedure
  19. Complaints: transitional provision
  20. (1) This regulation applies where— (a) immediately before 1st September...
  21. (1) This regulation applies where— (a) immediately before 1st September...
- Signature  
Explanatory Note