
STATUTORY INSTRUMENTS

2009 No. 309

**The Local Authority Social Services and National
Health Service Complaints (England) Regulations 2009**

Care standards complaints

10.—(1) This regulation applies where it appears to a local authority considering a complaint that the complaint is wholly or in part a care standards complaint.

(2) The local authority must—

- (a) ask the complainant whether the complainant consents to details of the complaint being sent to the registered person; and
- (b) if the complainant so consents, send such details to the registered person as soon as reasonably practicable.

(3) Where a complaint is in part a care standards complaint and in part for the local authority to consider, the local authority must—

- (a) as soon as reasonably practicable notify the complainant which part of the complaint will be handled by the local authority in accordance with these Regulations; and
- (b) where the local authority has sent details of the complaint to the registered person under paragraph (2)(b), co-operate as much as is reasonable and practicable with the registered person for the purpose of ensuring that the complainant receives a co-ordinated response to the complaint.

(4) In this regulation, “registered person” means the person registered under section 11 of the Care Standards Act 2000 in respect of the establishment or agency complained about.

Commencement Information

II Reg. 10 in force at 1.4.2009, see **reg. 1(2)**

Changes to legislation:

There are currently no known outstanding effects for the The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009, Section 10.