
STATUTORY INSTRUMENTS

2013 No. 1394

**The Residential Holiday Schemes for Disabled
Children (England) Regulations 2013**

PART 3

Conduct of Holiday Schemes for Disabled Children

CHAPTER 1

Welfare of Children

Complaints and representations

20.—(1) The registered person must establish a written procedure (in this regulation referred to as “the complaints procedure”) for considering complaints made by or on behalf of children accommodated by the scheme.

(2) The complaints procedure must include—

- (a) the address and telephone number of HMCI; and
- (b) details of any procedure notified to the registered person by HMCI for the making of complaints to HMCI relating to the scheme.

(3) The registered person must supply a copy of the complaints procedure, on request, to—

- (a) a child accommodated by the scheme;
- (b) the parent of a child accommodated by the scheme;
- (c) a placing authority; or
- (d) an employee.

(4) The registered person must ensure that a written record is made of any complaint, the action taken in response, and the outcome of the investigation.

(5) The registered person must ensure that—

- (a) children accommodated by the scheme are enabled to make a complaint or representation; and
- (b) no child is subject to reprisal for making a complaint or representation.

(6) The registered person must supply to HMCI, at HMCI’s request, a statement containing a summary of any complaints made during the preceding twelve months and the action that was taken in relation to each complaint.

(7) This regulation (apart from paragraph (5)) does not apply to any matter to which the Children Act 1989 Representations Procedure (England) Regulations 2006(1) apply.

Status: This is the original version (as it was originally made). This item of legislation is currently only available in its original format.
