
STATUTORY INSTRUMENTS

2002 No. 3214

The Domiciliary Care Agencies Regulations 2002

PART 1

GENERAL

Service user's guide

- 5.—(1) The registered person shall produce a service user's guide which shall include—
- (a) a summary of the statement of purpose;
 - (b) the terms and conditions in respect of the services to be provided to service users, including as to the amount and method of payment of fees;
 - (c) a summary of the complaints procedure established in accordance with regulation 20; and
 - (d) the address and telephone number of the Commission.
- (2) The registered person shall make a copy of the service user's guide available on request for inspection at the agency premises by every service user and any person acting on behalf of a service user.