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DRAFT STATUTORY INSTRUMENTS

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**2014 No.**

The Health and Social Care Act 2008  
(Regulated Activities) Regulations 2014

PART 3

Requirements in relation to Regulated Activities

*SECTION 2*

*Fundamental Standards*

**Receiving and acting on complaints**

**16.**—(1) Any complaint received must be investigated and necessary and proportionate action must be taken in response to any failure identified by the complaint or investigation.

(2) The registered person must establish and operate effectively an accessible system for identifying, receiving, recording, handling and responding to complaints by service users and other persons in relation to the carrying on of the regulated activity.

(3) The registered person must provide to the Commission, when requested to do so and by no later than 28 days beginning on the day after receipt of the request, a summary of—

- (a) complaints made under such complaints system,
- (b) responses made by the registered person to such complaints and any further correspondence with the complainants in relation to such complaints, and
- (c) any other relevant information in relation to such complaints as the Commission may request.