
STATUTORY INSTRUMENTS

2009 No. 309

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

Social care provider complaints

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

(2) The local authority must—

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

(3) Where a complaint is in part a social care provider 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 relevant adult social care provider under paragraph (2)(b), co-operate as much as is reasonable and practicable with the relevant adult social care provider for the purpose of ensuring that the complainant receives a co-ordinated response to the complaint.

(4) In this regulation, “relevant adult social care provider” means the adult social care provider in relation to whom the social care provider complaint was made.