

## CMA final word

In this section

While this booklet serves to act as an introductory guide to help you understand and follow the principles of consumer law in the UK when dealing with complaints, as a care home owner or registered manager you ultimately have responsibility for ensuring your care home follows the guidance detailed in these pages, any other relevant laws and rules stipulated by your sector regulator. As the CMA says:

"Failing to follow your complaints handling procedure in practice (for example, by failing to respond to complaints or not properly investigating them) or relevant sector rules or other guidelines is likely to mean that you are not acting in accordance with the standards of 'professional diligence' required under consumer law [under the 'general prohibition' on unfairness in Regulation 3(3), CPRs]."

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