Flowchart 4: use this flowchart to consider **alternative steps**

A formal complaint to the Local Authority can be pursued. If it is unsuccessful, the Provider may have the right to refer the matter to the Local Government and Social Care Ombudsman – see paragraph 8.1 of the Guide.

Seeking the assistance of residents and families to support requests for fee uplifts – see paragraph 8.2 of the Guide.

Engaging with a national and/or local care association as group action may have more of an impact – see paragraph 8.3 of the Guide.

Should a formal complaint not be successful, then the Provider may consider Judicial Review. Please note there is a 3-month time limit to issue proceedings from when the Local Authority made their decision – see paragraph 8.4 of the Guide.