

## **3 INFORMATION**

**3.1 Registration and Inspection** - all residential services are registered with the local authority under the Registered Homes Act, 1984. They are monitored and inspected by the authority. We welcome the involvement of the local inspection/ registration department whose details can be found at the front of this brochure.

**3.2 Management** - each service is managed at a local level. The Manager is accountable for all aspects of the running of the service, including budgets. S/he is supported by a local support committee of relatives, professionals and other interested persons. Managers are directly accountable to the Director - Services whose details are enclosed.

**3.3 Complaints and Concerns** - it is perhaps inevitable that concerns and complaints will arise from time to time. Experience would suggest that these are usually dealt with at the level at which they occur and that open and sensible discussion can usually resolve them. However, there is a need to carefully examine all complaints and concerns at both a formal and an informal level. A details procedure is enclosed within the Service User Protection Policy.

**3.4 The Nature of Autism** - ever since Kanner (1943) first described the behaviour pattern he called 'early infantile autism', workers in the field have tried to define its essence. The problems of definition have been made more complicated by the comparatively recent interest in the syndrome described as Asperger, which has many similarities to Kanner's autism. At first, the theories tended to suggest an emotional abnormality but, over the years, evidence has built up to show that autistic behaviour is due to physical dysfunction of the brain.