
WELSH STATUTORY INSTRUMENTS

2011 No. 704 (W.108)

NATIONAL HEALTH SERVICE, WALES

**The National Health Service (Concerns, Complaints
and Redress Arrangements) (Wales) Regulations 2011**

*Made - - - - 8 March 2011
Coming into force in accordance with the provisions
of regulation 1(2)*

**THE NATIONAL HEALTH SERVICE (CONCERNS, COMPLAINTS
AND REDRESS ARRANGEMENTS) (WALES) REGULATIONS 2011**

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Changes to legislation: There are outstanding changes not yet made by the legislation.gov.uk editorial team to The National Health Service (Concerns, Complaints and Redress Arrangements) (Wales) Regulations 2011. Any changes that have already been made by the team appear in the content and are referenced with annotations. (See end of Document for details) [View outstanding changes](#)

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SCHEDULE 1 PROVISIONS CONFERRING POWERS EXERCISED IN MAKING THESE REGULATIONS

SCHEDULE 2 CONSEQUENTIAL AND TRANSITIONAL PROVISIONS

1. Amendment of the National Health Service (General Ophthalmic Services) Regulations 1986
 2. Amendment of the National Health Service (Pharmaceutical Services) Regulations 1992
 3. Amendment of the National Health Service (General Medical Services Contracts) (Wales) Regulations 2004
 4. Amendment of the National Health Service (General Dental Services Contracts) (Wales) Regulations 2006
 5. Amendment of the National Health Service (Personal Dental Services Agreements) (Wales) Regulations 2006
- Explanatory Note

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Changes and effects yet to be applied to :

- Sch. 2 para. 2 revoked by S.I. 2013/898 Sch. 8 para. 25
- reg. 1(2) words substituted by S.I. 2011/1706 reg. 2(1)
- reg. 2(1) word omitted by S.I. 2023/281 reg. 2(2)(a)(i)
- reg. 2(1) words inserted by S.I. 2023/274 reg. 14(2)
- reg. 2(1) words inserted by S.I. 2023/281 reg. 2(2)(a)(ii)
- reg. 2(1) words inserted by S.I. 2023/281 reg. 2(2)(b)
- reg. 12(1)(a) words substituted by S.I. 2023/281 reg. 2(4)(a)
- reg. 12(7) substituted by S.I. 2023/274 reg. 14(3)
- reg. 12(8) words omitted by S.I. 2023/274 reg. 14(4)
- reg. 12(9) words inserted by S.I. 2023/281 reg. 2(4)(b)
- reg. 14(1) word omitted by S.I. 2023/281 reg. 2(5)(d)
- reg. 14(1)(c) words inserted by S.I. 2023/281 reg. 2(5)(a)
- reg. 14(1)(f) words omitted by S.I. 2023/281 reg. 2(5)(b)
- reg. 14(1)(i) words inserted by S.I. 2023/281 reg. 2(5)(c)
- reg. 22(1) word substituted by S.I. 2023/274 reg. 14(5)(a)
- reg. 22(6) words substituted by S.I. 2023/274 reg. 14(5)(b)
- reg. 25(2) words inserted by S.I. 2023/281 reg. 2(6)
- reg. 34 coming into force by S.I. 2011/704 reg. 1(2)
- reg. 34(1)(a)(b) omitted by S.I. 2013/235 Sch. 2 para. 162(1)(a)
- reg. 34(1)(a)(b) omitted by S.I. 2013/235 Sch. 2 para. 162(2)(a)
- reg. 35 coming into force by S.I. 2011/704 reg. 1(2)
- reg. 36 coming into force by S.I. 2011/704 reg. 1(2)
- reg. 37 coming into force by S.I. 2011/704 reg. 1(2)
- reg. 38 coming into force by S.I. 2011/704 reg. 1(2)
- reg. 39 coming into force by S.I. 2011/704 reg. 1(2)
- reg. 40 coming into force by S.I. 2011/704 reg. 1(2)
- reg. 41 coming into force by S.I. 2011/704 reg. 1(2)
- reg. 42 coming into force by S.I. 2011/704 reg. 1(2)
- reg. 43 coming into force by S.I. 2011/704 reg. 1(2)
- reg. 44 coming into force by S.I. 2011/704 reg. 1(2)
- reg. 45 coming into force by S.I. 2011/704 reg. 1(2)
- reg. 46 coming into force by S.I. 2011/704 reg. 1(2)
- reg. 47 coming into force by S.I. 2011/704 reg. 1(2)
- reg. 48 coming into force by S.I. 2011/704 reg. 1(2)
- reg. 52(5) words substituted by S.I. 2011/1706 reg. 2(2)

Changes and effects yet to be applied to the whole Instrument associated Parts and Chapters:

Whole provisions yet to be inserted into this Instrument (including any effects on those provisions):

- reg. 3(1) reg. 3 renumbered as reg. 3(1) by S.I. 2023/281 reg. 2(3)(a)
- reg. 3(2)(3) inserted by S.I. 2023/281 reg. 2(3)(b)
- reg. 14(1)(k) and word inserted by S.I. 2023/281 reg. 2(5)(e)
- reg. 22(7) inserted by S.I. 2023/274 reg. 14(5)(c)
- reg. 34(1)(ca)-(cc) inserted by S.I. 2013/235 Sch. 2 para. 162(1)(b)
- reg. 34(1)(ca)-(cc) inserted by S.I. 2013/235 Sch. 2 para. 162(2)(b)
- reg. 34(1)(ca) substituted by S.I. 2022/634 reg. 52(2)

– reg. 34(1)(ca) substituted by [S.I. 2022/634](#) reg. 53(2) (Amendment to Welsh text)