
WELSH STATUTORY INSTRUMENTS

2011 No. 704

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

PART 9

MONITORING THE PROCESS

Monitoring the operation of arrangements for dealing with concerns

50. For the purposes of monitoring the operation of the arrangements for dealing with concerns under these Regulations each responsible body must maintain a record of the following matters—

- (a) each concern notified to it, including in the case of Welsh NHS bodies, any concerns notified in accordance with the provisions of Part 7;
- (b) the outcome of each concern; and
- (c) where the responsible body informed the person who notified the concern of—
 - (i) the likely period within which a response would be issued in accordance with regulation 22(4)(c); or
 - (ii) any extension to that period,

whether a response detailing the outcome of the investigation of the concern was sent to the person who notified the concern within that period, or any extended period.

Commencement Information

II Reg. 50 in force at 1.4.2011, see [reg. 1\(2\)](#)

Annual report

51.—(1) Each responsible body must prepare an annual report for each year which must—

- (a) specify the number of concerns which were notified to the responsible body, including, in the case of Welsh NHS bodies, any concerns that were notified to it in accordance with the provisions of Part 7;
- (b) specify the number of concerns which the responsible body determined to be well-founded;
- (c) specify the number of concerns that the responsible body has been advised have been notified to the Public Services Ombudsman for Wales;
- (d) summarise—
 - (i) the subject matter of concerns which were notified to the responsible body;
 - (ii) any matters of general importance arising out of those concerns, or the way in which they were handled;

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(iii) any matters where action has been taken or is to be taken to improve services as a consequence of those concerns.

(2) This paragraph applies to a responsible body which is—

- (a) a Welsh NHS body other than a Local Health Board; or
- (b) a primary care provider or an independent provider,

and which in any year provides, or agrees to provide, services under arrangements with a Local Health Board.

(3) A responsible body to which paragraph (2) applies must send a copy of its annual report to the Local Health Board which arranged for the provision of the services by the responsible body.

Commencement Information

I2 Reg. 51 in force at 1.4.2011, see [reg. 1\(2\)](#)

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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)