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## WELSH STATUTORY INSTRUMENTS

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### 2011 No. 704

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

### PART 4

#### CONCERNS WHICH INVOLVE OTHER RESPONSIBLE BODIES

##### Concerns involving more than one responsible body

- 17.—(1) This regulation applies in any case where—
- (a) the person who notifies a concern has raised issues which involve the exercise of functions by more than one responsible body; or
  - (b) it appears to a responsible body (“the first body”) that a concern which has been notified to it is or may be a concern which relates to the exercise of functions of another responsible body (“the second body”).
- (2) Where paragraph (1)(b) applies the first body must, if the concern has been notified by a patient or, in accordance with regulation 12, his or her representative—
- (a) within two working days of receipt of the notification of the concern, seek the consent of the person who notified the concern to the notification of the second body or bodies involved; and
  - (b) notify the second body or bodies involved within two working days of receipt of the consent mentioned in sub-paragraph (a).
- (3) The first body and the second body or bodies must co-operate for the purposes of—
- (a) co-ordinating the handling and consideration of the concern; and
  - (b) ensuring that the person who notified the concern receives a co-ordinated response to the concern or concerns that he or she has notified.
- (4) The duty to co-operate under paragraph (3) includes, in particular, a duty for each body—
- (a) to seek to agree which of the bodies involved should take the lead in—
    - (i) co-ordinating the handling and consideration of the concern; and
    - (ii) communicating with the person who notified the concern;
  - (b) subject to obtaining the appropriate consents, to provide to the other body or bodies information relevant to the handling and consideration of the concern which is reasonably requested by another body; and
  - (c) to ensure that it is represented at any meeting reasonably required in connection with the handling and consideration of the concern.

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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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**Commencement Information**

**II** Reg. 17 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)