
Status: This version of this provision is prospective.
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

WELSH STATUTORY INSTRUMENTS

2011 No. 704

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

PART 7

REQUIREMENT FOR NHS BODIES, OTHER THAN WELSH NHS BODIES, TO CONSIDER REDRESS AND PROCEDURE TO BE FOLLOWED BY A WELSH NHS BODY WHEN IT RECEIVES NOTIFICATION OF A CONCERN IN ACCORDANCE WITH THE PROVISIONS OF THIS PART

PROSPECTIVE

Form of redress

42.—(1) Redress under this Part comprises—

- (a) the making of an offer of compensation in satisfaction of any right to bring civil proceedings in respect of a qualifying liability;
- (b) the giving of an explanation;
- (c) the making of a written apology; and
- (d) the giving of a report on the action which has been, or will be, taken to prevent similar cases arising.

(2) The compensation that may be offered in accordance with regulation 42(1)(a) can take the form of entry into a contract to provide care or treatment or of financial compensation, or both.

Commencement Information

II Reg. 42 in force at 1.10.2011, see [reg. 1\(2\)](#)

Status:

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Changes to legislation:

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Changes and effects yet to be applied to :

- reg. 42 coming into force by [S.I. 2011/704](#) reg. 1(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)