
WELSH STATUTORY INSTRUMENTS

2011 No. 704

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

PART 2

DUTY TO MAKE ARRANGEMENTS FOR THE
HANDLING AND INVESTIGATION OF CONCERNS

Information and training for staff

9. Each responsible body must ensure that its staff are informed about and receive appropriate training in respect of the operation of the arrangements for the reporting, handling and investigation of concerns.