
STATUTORY INSTRUMENTS

2009 No. 309

**The Local Authority Social Services and National
Health Service Complaints (England) Regulations 2009**

Duty to co-operate

- 9.—(1) This regulation applies where—
- (a) a responsible body (“the first body”) is considering a complaint made in accordance with these Regulations; and
 - (b) it appears to the first body that the complaint contains material which, if it had been sent to another responsible body (“the second body”), would be a complaint which would fall to be handled in accordance with these Regulations by the second body.
- (2) The first body and the second body must co-operate for the purpose of—
- (a) co-ordinating the handling of the complaint; and
 - (b) ensuring that the complainant receives a co-ordinated response to the complaint.
- (3) The duty to co-operate under paragraph (2) includes, in particular, a duty for each body—
- (a) to seek to agree which of the two bodies should take the lead in—
 - (i) co-ordinating the handling of the complaint; and
 - (ii) communicating with the complainant;
 - (b) to provide to the other body information relevant to the consideration of the complaint which is reasonably requested by the other body; and
 - (c) to attend, or ensure it is represented at, any meeting reasonably required in connection with the consideration of the complaint.