
STATUTORY INSTRUMENTS

2019 No. 248

The Amendments Relating to the Provision
of Integrated Care Regulations 2019

PART 3

AMENDMENT OF THE LOCAL AUTHORITY SOCIAL
SERVICES AND NATIONAL HEALTH SERVICE
COMPLAINTS (ENGLAND) REGULATIONS 2009

Amendment of regulation 6

10.—(1) Regulation 6 (duty to handle complaints) is amended as follows.

(2) After paragraph (1) insert—

“(1ZA) This regulation also applies, subject to paragraph (1ZB), to a complaint made on or after 1st April 2019 in accordance with these Regulations to—

- (a) an independent sub-contractor about the provision of services by it on behalf of an independent provider pursuant to arrangements between the provider and an NHS body;
- (b) an integrated care provider about the provision of services by it under an integrated care provider contract with one or more clinical commissioning groups or the National Health Service Commissioning Board; or
- (c) an integrated care sub-contractor about the provision of services by it on behalf of an integrated care provider in so far as those services are provided in performance of an integrated care provider contract with one or more clinical commissioning groups or the National Health Service Commissioning Board.

(1ZB) Sub-paragraphs (b) and (c) of paragraph (1ZA) do not apply to a complaint about the provision of adult social care services.”.

(3) In paragraph (1A), for sub-paragraph (b) substitute—

“(b) the complaint relates to the provision of services pursuant to those arrangements.”.