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STATUTORY INSTRUMENTS

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**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 7**

**11.**—(1) Regulation 7 (complaints about the provision of health services) is amended as follows.

(2) After paragraph (1) insert—

“(1A) This regulation also applies to a complaint which is—

- (a) made to a clinical commissioning group or the National Health Service Commissioning Board in accordance with these Regulations on or after 1st April 2019;
- (b) subject to paragraph (1B), about the services provided by—
  - (i) an independent sub-contractor on behalf of an independent provider pursuant to arrangements between that provider and the group or Board;
  - (ii) an integrated care provider under an integrated care provider contract with the group or Board; or
  - (iii) an integrated care sub-contractor on behalf of an integrated care provider in so far as those services are provided in performance of an integrated care provider contract with the group or Board; and
- (c) not specified in regulation 8(1).

(1B) paragraphs (ii) and (iii) of sub-paragraph (b) of paragraph (1A) do not apply to a complaint about adult social care services.”.

(3) In paragraph (2), after “regulation” insert “, except in paragraph (1A)”.

(4) In paragraphs (3) to (5), after “provider”, wherever that word occurs, insert “or other responsible body to which the complaint relates”.

(5) After paragraph (5) insert—

“(6) For the purposes of paragraphs (3) to (5), a complaint relates to a responsible body if it relates to the provision of services by that body as referred to in paragraph (1A)(b).”.