
WELSH STATUTORY INSTRUMENTS

2011 No. 704

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

PART 3

**NATURE AND SCOPE OF THE
ARRANGEMENTS FOR HANDLING CONCERNS**

Withdrawal of concerns

16.—(1) A concern may be withdrawn at any time by the person who notified the concern and the withdrawal may be notified—

- (a) in writing;
- (b) electronically; or
- (c) verbally, either by telephone or in person.

(2) The responsible body must as soon as practicable write to the person who has withdrawn a concern verbally to confirm the verbal withdrawal of a concern.

(3) Where a concern has been withdrawn, a responsible body may nevertheless continue to investigate any issues raised by a concern in accordance with Part 5, should the responsible body consider that it is necessary to do so.