
WELSH STATUTORY INSTRUMENTS

2011 No. 704

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

PART 4

CONCERNS WHICH INVOLVE OTHER RESPONSIBLE BODIES

Concerns involving more than one responsible body

17.—(1) This regulation applies in any case where—

- (a) the person who notifies a concern has raised issues which involve the exercise of functions by more than one responsible body; or
- (b) it appears to a responsible body (“the first body”) that a concern which has been notified to it is or may be a concern which relates to the exercise of functions of another responsible body (“the second body”).

(2) Where paragraph (1)(b) applies the first body must, if the concern has been notified by a patient or, in accordance with regulation 12, his or her representative—

- (a) within two working days of receipt of the notification of the concern, seek the consent of the person who notified the concern to the notification of the second body or bodies involved; and
- (b) notify the second body or bodies involved within two working days of receipt of the consent mentioned in sub-paragraph (a).

(3) The first body and the second body or bodies must co-operate for the purposes of—

- (a) co-ordinating the handling and consideration of the concern; and
- (b) ensuring that the person who notified the concern receives a co-ordinated response to the concern or concerns that he or she has notified.

(4) The duty to co-operate under paragraph (3) includes, in particular, a duty for each body—

- (a) to seek to agree which of the bodies involved should take the lead in—
 - (i) co-ordinating the handling and consideration of the concern; and
 - (ii) communicating with the person who notified the concern;
- (b) subject to obtaining the appropriate consents, to provide to the other body or bodies information relevant to the handling and consideration of the concern which is reasonably requested by another body; and
- (c) to ensure that it is represented at any meeting reasonably required in connection with the handling and consideration of the concern.