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WELSH STATUTORY INSTRUMENTS

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**2011 No. 704**

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

**PART 1**

GENERAL

**General principles for the handling and investigation of concerns**

**3.** Any arrangements set up under these Regulations for the handling and investigation of concerns must be such as to ensure that—

- (a) there is a single point of entry for the submission of concerns;
- (b) concerns are dealt with efficiently and openly;
- (c) concerns are properly investigated;
- (d) provision should be made to establish the expectations of the person notifying the concern and to seek to secure their involvement in the process;
- (e) persons who notify concerns are treated with respect and courtesy;
- (f) persons who notify concerns are advised of—
  - (i) the availability of assistance to enable them to pursue their concern;
  - (ii) advice as to where they may obtain such assistance, if it is required; and
  - (iii) the name of the person in the relevant responsible body who will act as their contact throughout the handling of their concern;
- (g) a Welsh NHS body must give consideration to the making of an offer of redress in accordance with Part 6 where its investigation into the matters raised in a concern reveal that there is a qualifying liability;
- (h) persons who notify concerns receive a timely and appropriate response;
- (i) persons who notify concerns are advised of the outcome of the investigation;
- (j) appropriate action is taken in the light of the outcome of the investigation; and
- (k) account is taken of any guidance that may be issued from time to time by the Welsh Ministers.