
WELSH STATUTORY INSTRUMENTS

2011 No. 704

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

PART 2

DUTY TO MAKE ARRANGEMENTS FOR THE
HANDLING AND INVESTIGATION OF CONCERNS

Duty to make arrangements

4. A responsible body must make arrangements in accordance with these Regulations for the handling and investigation of concerns (“arrangements for dealing with concerns”).