
WELSH STATUTORY INSTRUMENTS

2011 No. 704

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

PART 7

**REQUIREMENT FOR NHS BODIES, OTHER THAN WELSH NHS BODIES,
TO CONSIDER REDRESS AND PROCEDURE TO BE FOLLOWED BY
A WELSH NHS BODY WHEN IT RECEIVES NOTIFICATION OF A
CONCERN IN ACCORDANCE WITH THE PROVISIONS OF THIS PART**

**Response to an investigation under regulation 39 where a Welsh NHS body decides that
there is no qualifying liability**

41. Where following an investigation in accordance with regulation 39, a Welsh NHS body decides that the concern notified in accordance with regulation 36 or by a Scottish NHS body or Northern Irish NHS body does not involve a qualifying liability, the Welsh NHS body must—

- (a) advise, in writing, the person who notified the concern of its decision and the reasons for its decision;
- (b) offer to meet the person who notified the concern to discuss the decision;
- (c) provide the person who notified the concern with details of the right to notify any concern about acts or omissions of the Welsh NHS body to the Public Services Ombudsman for Wales; and
- (d) send a copy of the decision letter in paragraph (a) to the English NHS body, the Scottish NHS body or the Northern Irish NHS body.