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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 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**

**Form of redress**

- 42.**—(1) Redress under this Part comprises—
- (a) the making of an offer of compensation in satisfaction of any right to bring civil proceedings in respect of a qualifying liability;
  - (b) the giving of an explanation;
  - (c) the making of a written apology; and
  - (d) the giving of a report on the action which has been, or will be, taken to prevent similar cases arising.
- (2) The compensation that may be offered in accordance with regulation 42(1)(a) can take the form of entry into a contract to provide care or treatment or of financial compensation, or both.