
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

Strategic oversight of the arrangements

6.—(1) Each responsible body must designate a person to be responsible for maintaining a strategic overview of its operation of the arrangements under these Regulations, in particular to—

- (a) ensure that the responsible body complies with its arrangements for dealing with concerns;
and
- (b) undertake the functions set out in Part 8.

(2) Where the responsible body is a Welsh NHS body, this person must be one of its non-officer members or non-executive directors, as appropriate.