THE NATIONAL HEALTH SERVICE
(COMPLAINTS) REGULATIONS 2004

PART I
INTRODUCTION

1. Citation, commencement and application
2. Interpretation

PART II
HANDLING AND CONSIDERATION OF COMPLAINTS BY NHS BODIES

3. Arrangements for the handling and consideration of complaints
4. Responsibility for complaints arrangements
5. Complaints manager
6. Complaints to NHS bodies
7. Matters excluded from consideration under the arrangements
8. Persons who may make complaints
9. Making a complaint
10. Time limit for making a complaint
11. Acknowledgement and record of complaint
12. Investigation
13. Response

PART III
HANDLING AND CONSIDERATION OF COMPLAINTS BY THE HEALTHCARE COMMISSION

14. General complaints remit of the Healthcare Commission
15. Remit of Healthcare Commission in relation to complaints about NHS foundation trusts
16. Decision on handling of complaint
17. Investigation by the Healthcare Commission
18. Panels
19. Report of investigation by the Healthcare Commission

PART IV

GENERAL

20. Publicity
21. Monitoring
22. Annual reports

PART V

TRANSITIONAL PROVISION AND REVOCATIONS

23. Transitional provision
24. Revocations
   Signature
   Explanatory Note