
STATUTORY INSTRUMENTS

2009 No. 1768

The Local Authority Social Services and National Health Service Complaints (England) (Amendment) Regulations 2009

Amendment of regulation 8 of the Complaints Regulations

4.—(1) Regulation 8 of the Complaints Regulations (complaints not required to be dealt with) is amended in accordance with the following paragraphs.

(2) In paragraph (1), omit “Subject to paragraph (2),”.

(3) For paragraph (2), substitute—

“(2) Subject to paragraph (2A), where a complaint is a complaint specified in paragraph (1), and a responsible body makes a decision to that effect, the responsible body must as soon as reasonably practicable notify the complainant in writing of its decision and the reason for its decision.

(2A) Paragraph (2) does not apply to a complaint specified in sub-paragraph (c) of paragraph (1).”.