
STATUTORY INSTRUMENTS

2009 No. 309

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

PROSPECTIVE

Annual reports

- 18.**—(1) Each responsible body must prepare an annual report for each year which must—
- (a) specify the number of complaints which the responsible body received;
 - (b) specify the number of complaints which the responsible body decided were well-founded;
 - (c) specify the number of complaints which the responsible body has been informed have been referred to—
 - (i) the Health Service Commissioner to consider under the 1993 Act; or
 - (ii) the Local Commissioner to consider under the Local Government Act 1974; and
 - (d) summarise—
 - (i) the subject matter of complaints that the responsible body received;
 - (ii) any matters of general importance arising out of those complaints, or the way in which the complaints were handled;
 - (iii) any matters where action has been or is to be taken to improve services as a consequence of those complaints.
- (2) In paragraph (1), “year” means a period of 12 months ending with 31st March.
- (3) Each responsible body must ensure that its annual report is available to any person on request.
- (4) This paragraph applies to a responsible body which is—
- (a) an NHS body other than a Primary Care Trust; or
 - (b) a primary care provider or an independent provider,
- and which in any year provides, or agrees to provide, services under arrangements with a Primary Care Trust.
- (5) Where paragraph (4) applies to a responsible body, the responsible body must send a copy of its annual report to the Primary Care Trust which arranged for the provision of the services by the responsible body.
- (6) Each Primary Care Trust must send a copy of its annual report to the Strategic Health Authority whose area includes any part of the area of the Primary Care Trust.
- (7) The copy of the annual report required to be sent in accordance with paragraph (5) or (6) must be sent as soon as reasonably practicable after the end of the year to which the report relates.

Status: *This version of this provision is prospective.*

Changes to legislation: *There are outstanding changes not yet made by the legislation.gov.uk editorial team to The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009. Any changes that have already been made by the team appear in the content and are referenced with annotations. (See end of Document for details) [View outstanding changes](#)*

Commencement Information

II Reg. 18 in force at 1.4.2009, see [reg. 1\(2\)](#)

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Changes and effects yet to be applied to :

- Regulations modified by [S.I. 2022/734](#) reg. 31(3)
- Regulations words substituted by [S.I. 2022/634](#) Sch. para. 1(1)(3)
- reg. 18 coming into force by [S.I. 2009/309](#) reg. 1(2)
- reg. 18(4) words inserted by [S.I. 2019/248](#) reg. 12(2)(b)
- reg. 18(4) words substituted by [S.I. 2013/235](#) Sch. 2 para. 123(6)(a)(ii)
- reg. 18(4) words substituted by [S.I. 2019/248](#) reg. 12(2)(c)
- reg. 18(4)(a) words substituted by [S.I. 2013/235](#) Sch. 2 para. 123(6)(a)(i)
- reg. 18(4)(b) words substituted by [S.I. 2019/248](#) reg. 12(2)(a)
- reg. 18(5) words substituted by [S.I. 2013/235](#) Sch. 2 para. 123(6)(b)
- reg. 18(5) words substituted by [S.I. 2019/248](#) reg. 12(3)
- reg. 18(6) omitted by [S.I. 2013/235](#) Sch. 2 para. 123(6)(c)
- reg. 18(7) words omitted by [S.I. 2013/235](#) Sch. 2 para. 123(6)(d)

Changes and effects yet to be applied to the whole Instrument associated Parts and Chapters:

Whole provisions yet to be inserted into this Instrument (including any effects on those provisions):

- reg. 6(1)(ba) inserted by [S.I. 2013/235](#) Sch. 2 para. 123(3)
- reg. 6(1)(ba) words substituted by [S.I. 2022/634](#) reg. 187(2)
- reg. 6(1A)(b) substituted by [S.I. 2019/248](#) reg. 10(3)
- reg. 6(1ZA)(1ZB) inserted by [S.I. 2019/248](#) reg. 10(2)
- reg. 7(1A)(1B) inserted by [S.I. 2019/248](#) reg. 11(2)
- reg. 7(1A)(b)(i) words substituted by [S.I. 2022/634](#) reg. 37(2)(b)(i)
- reg. 7(1A)(b)(iii) words substituted by [S.I. 2022/634](#) reg. 37(2)(b)(iii)
- reg. 7(1A)(b)(ii) words substituted by [S.I. 2022/634](#) reg. 37(2)(b)(ii)
- reg. 7(6) inserted by [S.I. 2019/248](#) reg. 11(5)