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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 2**

DUTY TO MAKE ARRANGEMENTS FOR THE  
HANDLING AND INVESTIGATION OF CONCERNS

**Arrangements to be published**

5. The arrangements for dealing with concerns must be published in a variety of media, formats and languages and a copy of the arrangements must be given free of charge to any person who requests it, in the format that has been requested.