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*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*

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## STATUTORY INSTRUMENTS

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# 2009 No. 309

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

PROSPECTIVE

### Transitional provision: complaints to local authorities

- 19.—(1) This paragraph applies to a complaint where, immediately before 1st April 2009—
- (a) the complaint falls to be handled under the 2006 Regulations; and
  - (b) the complaint is not a complaint which, under regulation 5 of those Regulations, is not to be considered or further considered.
- (2) Where paragraph (1) applies, the 2006 Regulations shall continue to have effect in relation to the complaint.
- (3) References in this regulation to a complaint include—
- (a) any investigation of the complaint which has been requested under regulation 8 of the 2006 Regulations; and
  - (b) any complaint in respect of which a review panel has been established, or has been requested to be established, in accordance with those Regulations.

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### Commencement Information

- 11** Reg. 19 in force at 1.4.2009, see [reg. 1\(2\)](#)

**Status:**

This version of this provision is prospective.

**Changes to legislation:**

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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. 19 coming into force by [S.I. 2009/309](#) reg. 1(2)

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

- blanket amendment words substituted by [S.I. 2023/1071](#) Sch. para. 1

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) words substituted by [S.I. 2023/1071](#) reg. 34(2)(b)
- 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)