
WELSH STATUTORY INSTRUMENTS

2011 No. 704

**The National Health Service (Concerns, Complaints
and Redress Arrangements) (Wales) Regulations 2011**

PART 7

**REQUIREMENT FOR NHS BODIES, OTHER THAN WELSH NHS BODIES,
TO CONSIDER REDRESS AND PROCEDURE TO BE FOLLOWED BY
A WELSH NHS BODY WHEN IT RECEIVES NOTIFICATION OF A
CONCERN IN ACCORDANCE WITH THE PROVISIONS OF THIS PART**

Duty of Welsh NHS body to conduct an investigation

39.—(1) On receipt of a notification from an English NHS body, a Scottish NHS body or a Northern Irish NHS body, a Welsh NHS body must—

- (a) offer to meet with the person who notified the concern; and
- (b) undertake an investigation that follows the principles in regulation 23(1)(a), (b), (c), (e), and (h).

(2) On receipt of a notification from an English NHS body, a Welsh NHS body and the English NHS body must co-operate, in a way which satisfies the relevant requirements of this Part—

- (a) to determine whether or not a qualifying liability exists; and
- (b) if it is determined that a qualifying liability exists, to make an offer of redress.