

Statutory Instruments with Clear Reports

27 March 2023

SL(6)337 – The National Health Service (Concerns, Complaints and Redress Arrangements) (Wales) (Amendment) Regulations 2023

Procedure: Made Negative

The National Health Service (Concerns, Complaints and Redress Arrangements) (Wales) Regulations 2011 (“**the 2011 Regulations**”) made arrangements for the notification and consideration of, and response to, concerns notified by persons in respect of services provided by or under arrangements with the National Health Service in Wales.

These Regulations make a number of technical amendments to the 2011 Regulations, including:

1. extending the application of the 2011 Regulations to Special Health Authorities in Wales; and
2. in circumstances where the Public Services Ombudsman for Wales (“**the Ombudsman**”) has recommended that a relevant Welsh NHS body offers a form of redress under Part 6 of the 2011 Regulations, permitting that body to undertake a further investigation to determine whether a qualifying liability exists and to offer redress in accordance with those Regulations and the recommendations of the Ombudsman.

These Regulations come into force on 1 April 2023.

Parent Act: The NHS Redress (Wales) Measure 2008

Date Made: 07 March 2023

Date Laid: 09 March 2023

Coming into force date: 01 April 2023

