



NHS Resolution 8th Floor
10 South Colonnade
Canary Wharf
London
E14 4PU
Telephone: 020 7811 2700

August 2025
FOI_7370

Thank you for your request of 7 August 2025 in which you requested the following information:

I am wondering whether the Duty of Candour applies to all those who work in NHSR and their agents, e.g. solicitors. Is this information available?

Our response to your request for information

The statutory Duty of Candour (Regulation 20 of the Health and Care Social Care Act 2008 (Regulated Activities) Regulations 2014) relates to health and social care providers. The professional Duty of Candour is an ethical obligation on healthcare providers, which is overseen by regulators of specific healthcare professions.

NHS Resolution (NHSR) is not a health or social care provider, so the Duty of Candour as referenced above, does not extend to our service or those who undertake work on our behalf.

Solicitors and other legal professionals will be subject to their own rules and Codes of Conduct, which will be overseen by the relevant regulatory body for those professions (for example, the Solicitors Regulation Authority).

This concludes our response to your request.

If you are not satisfied with the service that you have received in response to your information request, it is open to you to make a complaint and request a formal review of our decisions. If you choose to do this, you should write to [Joanne Appleby](#), Deputy Data Protection Officer for NHS Resolution, within 28 days of your receipt of this reply. Reviews of decisions made in relation to information requests

are carried out by a person who was not involved in the original decision-making about the request.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a review of the decision. Generally, the Information Commissioner will not make a decision unless you have exhausted the local complaints procedure. The address of the Information Commissioner's Office is:

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

<https://ico.org.uk/>