

SCHEDULE 6

OTHER CONTRACTUAL TERMS

PART 6

COMPLAINTS

Complaints procedure

87. The contractor must have arrangements in place which operate in accordance with section 15 of the Patient Rights (Scotland) Act 2011⁽¹⁾, and any regulations or directions made under [^{F1}that section].

Textual Amendments

- F1** Words in sch. 6 para. 87 substituted (1.4.2018) by [The National Health Service \(General Medical Services Contracts and Primary Medical Services Section 17C Agreements\) \(Scotland\) Amendment Regulations 2018 \(S.S.I. 2018/94\)](#), regs. 1, **7(1)**

⁽¹⁾ 2011 asp 5.

Changes to legislation:

There are currently no known outstanding effects for the The National Health Service (General Medical Services Contracts) (Scotland) Regulations 2018, Paragraph 87.