SCHEDULE 1

TERMS OF SERVICE FOR PHARMACISTS AND PHARMACY CONTRACTORS

Complaints

13.—(1) A pharmacy contractor shall cooperate with any investigation of a complaint by the Board in accordance with the procedures which it operates in accordance with directions given under section 2(5) of the Act whether the investigation follows one under the pharmacy contractor's complaints procedure or not.

(2) The cooperation required by sub-paragraph (1) includes–

(a) answering questions reasonably put to the pharmacy contractor by the Board;

(b) providing any information relating to the complaint reasonably required by the Board; and

(c) attending any meeting to consider the complaint (if held at a reasonably accessible place and at a reasonable hour, and due notice has been given), if the pharmacy contractor's presence at the meeting is reasonably required by the Board.