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SCOTTISH STATUTORY INSTRUMENTS

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**2012 No. 36**

**The Patient Rights (Complaints Procedure and  
Consequential Provisions) (Scotland) Regulations 2012**

**PART 3**

**DEALING WITH COMPLAINTS**

**Requirement to deal with complaints**

**6.—(1)** In dealing with a complaint other than one specified in regulation 7(2), the responsible body must—

- (a) make a written record of the complaint;
- (b) send the complainant a written acknowledgement of the complaint within 3 working days of the date on which the complaint is received, or as soon as reasonably practicable;
- (c) send the complainant a report of the investigation into the complaint within 20 working days of the date on which the complaint is received, or as soon as reasonably practicable.

(2) Where a complaint is resolved to the complainant's satisfaction within 3 working days of the date on which the complaint is received, paragraph (1)(b) and (c) does not apply.