

SCHEDULES

SCHEDULE 2

TRANSITIONAL PROVISIONS AND SAVINGS

Complaints and appeals

- 16 (1) Nothing in this Act—
- (a) prevents a complaint or appeal made (but not disposed of) before 1st April 1996 from being continued on and after that date, or
 - (b) prevents the exercise of any right to make a complaint or appeal which has arisen (but not been exercised) before that date at any time on or after that date when it would have been exercisable but for this Act.
- (2) The Secretary of State may by order make such provision as appears appropriate in relation to complaints and appeals which may be continued, or any right which may be exercised, by virtue of sub-paragraph (1).
- (3) Sub-paragraph (1) applies in particular—
- (a) to complaints to the Health Service Commissioner for England or (except in relation to a Regional Health Authority) the Health Service Commissioner for Wales, and
 - (b) (except in relation to a Family Health Services Authority) to complaints in relation to which section 1 of the Hospital Complaints Procedure Act 1985 (directions as to hospital complaints procedure) applies.