
STATUTORY INSTRUMENTS

2015 No. 1879

The National Health Service (Personal Medical
Services Agreements) Regulations 2015

PART 12

Complaints

Complaints procedure

72.—(1) The contractor must establish and operate a complaints procedure to deal with complaints made in relation to any matter that is reasonably connected with the provision of services under the agreement.

(2) The complaints procedure must comply with the requirements of the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009⁽¹⁾.

⁽¹⁾ S.I. 2009/309; as amended by S.I. 2009/1768, S.I. 2012/1909 and S.I.2013/235 and 349.