

SCHEDULE 3

OTHER CONTRACTUAL TERMS

PART 6

COMPLAINTS

Complaints procedure

47.—(1) The contractor will establish and operate a complaints procedure to deal with any complaints in relation to any matter reasonably connected with the provision of services under the contract which will comply with the requirements of paragraphs 48 to 50 and 52.

(2) The contractor will take reasonable steps to ensure that patients are aware of—

- (a) the complaints procedure;
- (b) the role of the Local Health Board and other bodies in relation to complaints about services under the contract; and
- (c) their right to assistance with any complaint from independent advocacy services provided under section 19A of the Act⁽¹⁾ (independent advocacy services).

(3) The contractor will take reasonable steps to ensure that the complaints procedure is accessible to all patients.

(1) Section 19A was inserted by the 2001 Act, section 12.