
SCOTTISH STATUTORY INSTRUMENTS

2011 No. 182

The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011

Complaints

15.—(1) A provider must establish a procedure (“the complaints procedure”) for considering complaints made to the provider.

(2) The complaints procedure must be appropriate to the needs of the service users.

(3) The provider must ensure that any complaint made under the complaints procedure is fully investigated.

(4) The provider must, within 20 working days after the date on which the complaint is made, or such shorter period as may be reasonable in the circumstances, inform the complainant of any action (if any) that is to be taken.

(5) The provider must supply a written copy of the complaints procedure to every service user, and to any representative of a service user if that person so requests.

(6) The written copy of the complaints procedure must include—

(a) the name and address of HIS; and

(b) the procedure (if any) that has been notified by HIS to the provider for the making of complaints to HIS relating to the independent health care service.

(7) The provider must supply to HIS at its request a statement containing a summary of the complaints made during the preceding 12 months and the action that was taken in respect of each complaint.