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SCOTTISH STATUTORY INSTRUMENTS

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**2012 No. 36**

**NATIONAL HEALTH SERVICE**

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

*Made - - - - 8th February 2012*  
*Laid before the Scottish*  
*Parliament - - 10th February 2012*  
*Coming into force 1st April 2012*

**THE PATIENT RIGHTS (COMPLAINTS  
PROCEDURE AND CONSEQUENTIAL  
PROVISIONS) (SCOTLAND) REGULATIONS 2012**

PART 1

COMMENCEMENT AND INTERPRETATION

1. Citation, commencement and interpretation

PART 2

GENERAL

2. Duty to have arrangements in place
3. Feedback and Complaints Officer and Manager
4. Persons who may give feedback or comments, or raise concerns or complaints in relation to health care

PART 3

DEALING WITH COMPLAINTS

5. Period for raising a complaint
6. Requirement to deal with complaints
7. (1) In dealing with a complaint specified in regulation 7(2), the...
8. Form of communications

*Status: This is the original version (as it was originally made). This item of legislation is currently only available in its original format.*

## PART 4

### TRANSITIONAL, SAVING AND CONSEQUENTIAL PROVISIONS

9. Transitional provision in respect of former complaints  
Signature

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### SCHEDULE CONSEQUENTIAL PROVISIONS

1. Amendment of the National Health Service (General Medical Services Contracts) (Scotland) Regulations 2004.
2. Amendment of the National Health Service (Primary Medical Services Section 17C Agreements) (Scotland) Regulations 2004.
3. Amendment of the National Health Service (General Ophthalmic Services) (Scotland) Regulations 2006.
4. Amendment of the National Health Service (Discipline Committees) (Scotland) Regulations 2006.
5. Amendment of the National Health Service (Pharmaceutical Services) (Scotland) Regulations 2009
6. Amendment of the National Health Service (General Dental Services) (Scotland) Regulations 2010  
Explanatory Note