

SCHEDULE 1

TERMS OF SERVICE OF PHARMACISTS

PART 4

CLINICAL GOVERNANCE, FITNESS TO PRACTISE AND COMPLAINTS

Complaints

32. A pharmacist shall have in place arrangements for the handling and consideration of complaints about any matter connected with his provision of pharmaceutical services which are essentially the same as those set out in Part II of the National Health Service (Complaints) Regulations 2004⁽¹⁾.

(1) [S.I. 2004/1768](#); see also regulation 4 of those Regulations which imposes a requirement on Primary Care Trusts to ensure that pharmacists have such arrangements in place.