

SCHEDULE 5

OTHER CONTRACTUAL TERMS

PART 6

COMPLAINTS

Complaints procedure

84.—(1) The contractor shall 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 shall comply with the requirements of paragraphs 85 to 88 and 90.

(2) The contractor shall take reasonable steps to ensure that patients are aware of –

(a) the complaints procedure,

(b) the role of the Board and other bodies in relation to complaints about services under under the contract.

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