

SCHEDULE 1

CONTENT OF AGREEMENTS

PART 6

COMPLAINTS

Making a complaint

48. A complaint may be made by or, with the patient's consent, on behalf of a patient, or former patient, who is receiving or has received services under the agreement or—

- (a) where the patient is a child—
 - (i) by either parent, or in the absence of both parents, the guardian or other adult person who has care of the child,
 - (ii) by a person duly authorised by a local authority, where the child is in the care of a local authority under the Children (Scotland) Act 1995⁽¹⁾; or
 - (iii) by a person duly authorised by a voluntary organisation by which the child is being accommodated under the provisions of that Act;
- (b) where the patient is incapable of making a complaint, by a relative or other adult person who has an interest in the patient's welfare.

⁽¹⁾ 1995 c. 36.