
SCOTTISH STATUTORY INSTRUMENTS

2012 No. 36

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

PART 3

DEALING WITH COMPLAINTS

Period for raising a complaint

5.—(1) Regulations 6 and 7 apply where a complaint is raised orally or in writing within six months from the date on which the subject matter of the complaint comes to the complainant's notice, provided that is no later than twelve months after the date on which the subject matter of the complaint occurred.

(2) The periods specified in paragraph (1) may be extended if the feedback and complaints officer (appointed under regulation 3(1)) considers it would be reasonable in the circumstances.