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SCOTTISH STATUTORY INSTRUMENTS

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**2012 No. 36**

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

PART 3

DEALING WITH COMPLAINTS

**Form of communications**

**8.** Any communication which is required by these Regulations to be made to a complainant may be sent to the complainant electronically where the complainant—

- (a) has consented to this in writing; and
- (b) has not withdrawn such consent in writing.