

SCHEDULE 4

PATIENT INFORMATION LEAFLET

A practice leaflet will include—

[^{F1}16. How patients may—

(1) in respect of complaints made prior to 1 April 2011 make a complaint in accordance with the provisions of Part 6 of Schedule 3;

(2) in respect of concerns notified on or after 1 April 2011 notify a concern in accordance with the provisions of the National Health Service (Concerns, Complaints and Redress Arrangements) (Wales) Regulations 2011; or

(3) comment on the provision of service.]

Textual Amendments

F1 Sch. 4 para. 16 substituted (1.4.2011) by [The National Health Service \(Concerns, Complaints and Redress Arrangements\) \(Wales\) Regulations 2011 \(S.I. 2011/704\)](#), reg. 1(2), Sch. 2 para. 5(3)

Commencement Information

I1 Sch. 4 para. 16 in force at 1.3.2006, see [reg. 1\(1\)](#)

Changes to legislation:

There are currently no known outstanding effects for the The National Health Service (Personal Dental Services Agreements) (Wales) Regulations 2006, Paragraph 16.