

SCHEDULES

SCHEDULE 4

Terms of Service

Co-operation with investigations

20.—(1) A contractor must co-operate with any investigation of a complaint or concern in relation to any matter reasonably connected to the contractor's provision of primary ophthalmic services undertaken by a "relevant body", which includes—

- (a) the Local Health Board;
- (b) the Welsh Ministers;
- (c) the Public Services Ombudsman for Wales.

(2) The co-operation required by sub-paragraph (1) includes—

- (a) answering questions reasonably put to the contractor by a relevant body;
- (b) providing any information relating to the complaint or concern reasonably required by a relevant body;
- (c) attending any meeting to consider the complaint or the concern (if held at a reasonably accessible place and at a reasonable hour, and due notice has been given), if the contractor's presence is reasonably required by a relevant body.