

**Apologies in a legal setting: insights from research into injured parties' experiences of apologies after an adverse event**

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Psychiatry, psychology and law

2016; 24(1):10-32

**ARTICLE IDENTIFIERS**

DOI: 10.1080/13218719.2016.1196511

PMID: unavailable

PMCID: not available

**JOURNAL IDENTIFIERS**

LCCN: not available

pISSN: 1321-8719

eISSN: 1934-1687

OCLC ID: not available

CONS ID: sn 94038765

US National Library of Medicine ID: not available

This article was identified from a query of the SafetyLit database.