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STATUTORY INSTRUMENTS

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**1999 No. 2083**

**The Unfair Terms in Consumer Contracts Regulations 1999**

**Complaints – consideration by Director**

**10.—(1)** It shall be the duty of the Director to consider any complaint made to him that any contract term drawn up for general use is unfair, unless—

- (a) the complaint appears to the Director to be frivolous or vexatious; or
- (b) a qualifying body has notified the Director that it agrees to consider the complaint.

(2) The Director shall give reasons for his decision to apply or not to apply, as the case may be, for an injunction under regulation 12 in relation to any complaint which these Regulations require him to consider.

(3) In deciding whether or not to apply for an injunction in respect of a term which the Director considers to be unfair, he may, if he considers it appropriate to do so, have regard to any undertakings given to him by or on behalf of any person as to the continued use of such a term in contracts concluded with consumers.