
STATUTORY INSTRUMENTS

2006 No. 3336

The Water and Sewerage Services (Northern Ireland) Order 2006

PART III

APPOINTMENT AND REGULATION OF UNDERTAKERS

CHAPTER III

CONSUMER PROTECTION: THE GENERAL CONSUMER COUNCIL

Provision of statistical information about complaints

59.—(1) It shall be the duty of the Council to publish, in such form and manner and with such frequency as it thinks appropriate, such statistical information as it considers appropriate in relation to(

- (a) complaints made by consumers about any matter relating to the activities of relevant undertakers; and
- (b) the handling of such complaints.

(2) In paragraph (1) “complaints” includes complaints made directly to relevant undertakers (or anyone carrying on activities on their behalf) and complaints to the Authority, the Council or the Department.

Commencement Information

- II** [Art. 59](#) wholly in operation at 1.4.2007, see [art. 1\(2\)](#) and [S.R. 2007/194](#), [art. 2\(2\)](#), [Sch. 1 Pt. II](#) (subject to [art. 3](#), [Sch. 2](#))

Changes to legislation:

The Water and Sewerage Services (Northern Ireland) Order 2006, Section 59 is up to date with all changes known to be in force on or before 28 July 2024. There are changes that may be brought into force at a future date. Changes that have been made appear in the content and are referenced with annotations.

[View outstanding changes](#)

Changes and effects yet to be applied to the whole Order associated Parts and Chapters:

Whole provisions yet to be inserted into this Order (including any effects on those provisions):

- art. 23(6) inserted by [2024 c. 13 Sch. 30 para. 41\(4\)](#)
- art. 27(11) inserted by [2024 c. 13 Sch. 30 para. 42\(4\)](#)
- art. 29(11) inserted by [2024 c. 13 Sch. 29 para. 4](#)
- art. 265(5)(u) inserted by [2024 c. 13 Sch. 30 para. 43\(b\)](#)
- art. 293(10A) inserted by [2015 c. 8 \(N.I.\) Sch. 3 para. 2\(b\)](#)