
DRAFT STATUTORY INSTRUMENTS

2009 No.

The Provision of Services Regulations 2009

PART 2

DUTIES OF SERVICE PROVIDERS

CHAPTER 2

COMPLAINTS

Complaints

12.—(1) The provider of a service must—

- (a) respond to complaints from recipients of the service as quickly as possible, and
- (b) make their best efforts to find a satisfactory solution to complaints from such recipients.

(2) Paragraph (1)(b) does not apply to complaints that are vexatious.