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DRAFT STATUTORY INSTRUMENTS

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**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.