
Changes to legislation: There are currently no known outstanding effects for the Postal Services Act 2011, Paragraph 58. (See end of Document for details)

SCHEDULES

SCHEDULE 12

MINOR AND CONSEQUENTIAL AMENDMENTS

PART 2

COMMUNICATIONS ACT 2003

58 In section 14 (consumer research), after subsection (6) insert—

“(6A) OFCOM must make arrangements for ascertaining—

- (a) the state of public opinion from time to time about the way in which postal services are provided;
- (b) the experiences of consumers in the markets for postal services, in relation to the way in which those services are provided;
- (c) the experiences of such consumers in relation to the handling, by persons providing postal services, of complaints made to them by such consumers;
- (d) the experiences of such consumers in relation to the resolution of disputes with persons providing postal services;
- (e) the interests and experiences of such consumers in relation to matters that are incidental to or otherwise connected with their experiences of the provision of postal services.”

Commencement Information

II Sch. 12 para. 58 in force at 1.10.2011 by S.I. 2011/2329, art. 3

Changes to legislation:

There are currently no known outstanding effects for the Postal Services Act 2011, Paragraph 58.