
STATUTORY INSTRUMENTS

2008 No. 1898

**ELECTRICITY
GAS**

**The Gas and Electricity (Consumer Complaints
Handling Standards) Regulations 2008**

Made - - - - 16th July 2008

Coming into force 1st October 2008

ARRANGEMENT OF SECTIONS

PART I

General

1. Citation, commencement and extent
2. Interpretation

PART II

Standards for handling consumer complaints

3. Regulated providers' complaints handling procedure
4. Recording complaints upon receipt
5. Recording handling of complaints
6. Signposting consumers to the redress scheme if complaints cannot be resolved
7. Allocation and maintenance of adequate resources for complaints handling
8. Section 12 and 13 complaints
9. Referral of consumers from Consumer Direct

PART III

Supply of information to consumers

10. Information to be provided to consumers
 11. Publication of information on complaints
- Signature
Explanatory Note