
STATUTORY INSTRUMENTS

2008 No. 1898

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

PART II

Standards for handling consumer complaints

Referral of consumers from Consumer Direct

9.—(1) Each regulated provider must, after discussion with Consumer Direct, put in place appropriate arrangements to deal effectively with referrals to it from Consumer Direct of consumer complaints and, if appropriate, complainants.

(2) The arrangements required by paragraph (1) must set out a process by which Consumer Direct may make such referrals to the regulated provider.