



## 2011 CHAPTER 6

### **PART 1**

#### **GAS**

##### *Standards of performance*

##### **Procedures for dealing with complaints**

**8.—**(1) Each gas supplier shall establish a procedure for dealing with complaints made by customers or potential customers of the supplier in connection with the provision of gas supply services.

(2) No such procedure shall be established, and no modification of such a procedure shall be made, unless—

- (a) the gas supplier has consulted the General Consumer Council; and
- (b) the proposed procedure or modification has been approved by the Authority.

(3) The gas supplier shall—

- (a) publicise the procedure in such manner as may be approved by the Authority; and
- (b) send a description of the procedure, free of charge, to any person who asks for one.

(4) The Authority may give a direction to any gas supplier requiring the supplier to review the procedure or the manner in which it operates.

(5) A direction under subsection (4)—

- (a) may specify the manner in which the review is to be conducted; and

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**Changes to legislation:** There are currently no known outstanding effects for the Energy Act (Northern Ireland) 2011, Section 8. (See end of Document for details)

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(b) shall require a written report of the review to be made to the Authority.

(6) Where the Authority receives a report under subsection (5)(b), it may, after consulting the gas supplier, direct the supplier to make such modifications of—

(a) the procedure; or

(b) the manner in which the procedure operates,

as may be specified in the direction.

(7) Subsection (2) does not apply to any modification made in compliance with a direction under subsection (6).

**Changes to legislation:**

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