



Telecommunications Act 1984

1984 CHAPTER 12

PART II

PROVISION OF TELECOMMUNICATION SERVICES

[^{F1} Standards of performance]

[^{F1}27E Procedures for dealing with complaints.

- [^{F2}(1) Each designated operator shall establish a procedure for dealing with complaints made by his customers or potential customers in connection with the provision by the designated operator of relevant services.
- (2) No such procedure shall be established, and no modification of such a procedure shall be made, unless—
- (a) the designated operator has consulted persons or bodies appearing to him to be representative of customers for whom he provides relevant services; and
 - (b) the proposed procedure or modification has been approved by the Director.
- (3) The designated operator shall—
- (a) publicise the procedure in such manner as may be approved by the Director; and
 - (b) send a description of the procedure, free of charge, to any person who asks for one.
- (4) The Director may give a direction to a designated operator requiring the operator to review his procedure or the manner in which it operates.
- (5) A direction under subsection (4) above—
- (a) may specify the manner in which the review is to be conducted; and
 - (b) shall require a written report of the review to be made to the Director.
- (6) Where the Director receives a report under subsection (5)(b) above, he may, after consulting the designated operator, direct him to make such modifications of—

Changes to legislation: There are currently no known outstanding effects for the Telecommunications Act 1984, Section 27E. (See end of Document for details)

- (a) the procedure; or
 - (b) the manner in which the procedure operates,
- as may be specified in the direction.

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

Textual Amendments

- F1** S. 27E inserted (1.7.1992) by [Competition and Service \(Utilities\) Act 1992 \(c. 43\), s. 4](#); Competition and Service (Utilities) Act 1992 (Commencement No. 1) Order 1992, art. 3, Sch. Pt. I
- F2** Ss. 27A-27L repealed (25.7.2003 for specified purposes, 29.12.2003 otherwise) by [Communications Act 2003 \(c. 21\), ss. 147\(e\), 406, 408, 411, Sch. 19\(1\)](#) (with [Sch. 18](#), [Sch. 19\(1\) Notes 1, 5](#)); S.I. 2003/1900, arts. 1(2), [2\(1\)](#), 3(1), Sch. 1 (with art. 3(2) (as amended (8.12.2003) by S.I. 2003/3142, art. 1(3))); S.I. 2003/3142, [art. 3](#), Sch. 1 (with art. 11)

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