



Consumers, Estate Agents and Redress Act 2007

2007 CHAPTER 17

PART 1 **U.K.**

[^{F1}THE CONSUMER ADVOCACY BODIES]

Powers of investigation

11 **General powers of investigation** **U.K.**

- (1) [^{F1}The GCCNI] may investigate—
 - (a) a complaint made by or on behalf of a consumer which appears to [^{F2}the GCCNI] to raise one or more issues of general relevance [^{F3} concerning consumer matters that relate to postal services in Northern Ireland.]
 - (b) any matter which appears to [^{F4} the GCCNI] to be, or to be related to, a problem which affects or may affect [^{F5} consumers of postal services in Northern Ireland.]
- (2) For this purpose, a complaint raises an issue of general relevance if it raises—
 - (a) a novel issue which affects or may affect consumers generally or consumers of a particular description, or
 - (b) any other issue which has or may have an important effect on consumers generally or consumers of a particular description.

Textual Amendments

- F1** Words in s. 11(1) substituted (1.4.2014) by [The Public Bodies \(Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc\) Order 2014 \(S.I. 2014/631\)](#), art. 1(3), **Sch. 1 para. 12(15)(a)(i)** (with Sch. 1 para. 28, Sch. 2 paras. 13-15)

Changes to legislation: Consumers, Estate Agents and Redress Act 2007, Cross Heading: Powers of investigation is up to date with all changes known to be in force on or before 23 April 2024. There are changes that may be brought into force at a future date. Changes that have been made appear in the content and are referenced with annotations. (See end of Document for details) View outstanding changes

- F2** Words in s. 11(1)(a) substituted (1.4.2014) by The Public Bodies (Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc) Order 2014 (S.I. 2014/631), art. 1(3), Sch. 1 para. 12(15)(a)(ii)(**aa**) (with Sch. 1 para. 28, Sch. 2 paras. 13-15)
- F3** Words in s. 11(1)(a) inserted (1.4.2014) by The Public Bodies (Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc) Order 2014 (S.I. 2014/631), art. 1(3), Sch. 1 para. 12(15)(a)(ii)(**bb**) (with Sch. 1 para. 28, Sch. 2 paras. 13-15)
- F4** Words in s. 11(1)(b) substituted (1.4.2014) by The Public Bodies (Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc) Order 2014 (S.I. 2014/631), art. 1(3), Sch. 1 para. 12(15)(a)(iii)(**aa**) (with Sch. 1 para. 28, Sch. 2 paras. 13-15)
- F5** Words in s. 11(1)(b) substituted (1.4.2014) by The Public Bodies (Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc) Order 2014 (S.I. 2014/631), art. 1(3), Sch. 1 para. 12(15)(a)(iii)(**bb**) (with Sch. 1 para. 28, Sch. 2 paras. 13-15)

Commencement Information

- II** S. 11 in force at 1.10.2008 by S.I. 2008/2550, art. 2, Sch.

12 Investigation of complaints made by vulnerable designated consumers **U.K.**

- (1) Subsection (3) applies to a complaint which is made—
- by or on behalf of a vulnerable person in that person's capacity as a designated consumer (“the designated consumer”),
 - against a person (“the supplier”) who in the course of a business carried on by the supplier supplies or seeks to supply, or refuses to supply, goods or services to the designated consumer, and
 - in respect of a matter connected with the supply of goods or services by the supplier to the designated consumer or a refusal by the supplier to supply goods or services to the designated consumer.
- (2) For this purpose a person is “vulnerable” if [^{F6}the consumer advocacy body to which the complaint is referred] is satisfied that it is not reasonable to expect that person to pursue the complaint on that person's own behalf.
- (3) Where a complaint to which this subsection applies is referred to [^{F7}a consumer advocacy body] by or on behalf of the designated consumer, [^{F8}that consumer advocacy body] may investigate the complaint for the purpose of determining whether it is appropriate to take any action under subsection (4).
- (4) Where it appears to [^{F9}a consumer advocacy body] to be appropriate to do so with a view to assisting in reaching a satisfactory resolution of a complaint referred to it under this section, [^{F10}that consumer advocacy body] may—
- provide advice to the designated consumer or, if the complaint was made by another person on the designated consumer's behalf, that person;
 - make representations on behalf of the designated consumer to the supplier about anything to which the complaint relates.
- [^{F11}(5) Where a complaint is referred to Citizens Advice, Citizens Advice Scotland or Consumer Scotland, that body may agree with another of those bodies that the complaint is to be treated as having been referred to that other body.]

Changes to legislation: Consumers, Estate Agents and Redress Act 2007, Cross Heading: Powers of investigation is up to date with all changes known to be in force on or before 23 April 2024. There are changes that may be brought into force at a future date. Changes that have been made appear in the content and are referenced with annotations. (See end of Document for details) View outstanding changes

[^{F12}(6) If [^{F13}two of those bodies] so agree in a particular case, subsections (3) and (4) and sections 14(2) to (4) and 15(1) are to have effect accordingly.]

Textual Amendments

- F6** Words in s. 12(2) substituted (1.4.2014) by [The Public Bodies \(Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc\) Order 2014 \(S.I. 2014/631\)](#), art. 1(3), **Sch. 1 para. 12(16)(a)** (with Sch. 1 para. 28, Sch. 2 paras. 13-15)
- F7** Words in s. 12(3) substituted (1.4.2014) by [The Public Bodies \(Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc\) Order 2014 \(S.I. 2014/631\)](#), art. 1(3), **Sch. 1 para. 12(16)(b)(i)** (with Sch. 1 para. 28, Sch. 2 paras. 13-15)
- F8** Words in s. 12(3) substituted (1.4.2014) by [The Public Bodies \(Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc\) Order 2014 \(S.I. 2014/631\)](#), art. 1(3), **Sch. 1 para. 12(16)(b)(ii)** (with Sch. 1 para. 28, Sch. 2 paras. 13-15)
- F9** Words in s. 12(4) substituted (1.4.2014) by [The Public Bodies \(Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc\) Order 2014 \(S.I. 2014/631\)](#), art. 1(3), **Sch. 1 para. 12(16)(c)(i)** (with Sch. 1 para. 28, Sch. 2 paras. 13-15)
- F10** Words in s. 12(4) substituted (1.4.2014) by [The Public Bodies \(Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc\) Order 2014 \(S.I. 2014/631\)](#), art. 1(3), **Sch. 1 para. 12(16)(c)(ii)** (with Sch. 1 para. 28, Sch. 2 paras. 13-15)
- F11** S. 12(5) substituted (13.1.2022) by [The Consumer Scotland Act 2020 \(Consequential Provisions and Modifications\) Order 2022 \(S.I. 2022/34\)](#), art. 1(1), **Sch. para. 7(5)(a)** (with art. 5)
- F12** S. 12(5)(6) inserted (1.4.2014) by [The Public Bodies \(Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc\) Order 2014 \(S.I. 2014/631\)](#), art. 1(3), **Sch. 1 para. 12(16)(d)** (with Sch. 1 para. 28, Sch. 2 paras. 13-15)
- F13** Words in s. 12(6) substituted (13.1.2022) by [The Consumer Scotland Act 2020 \(Consequential Provisions and Modifications\) Order 2022 \(S.I. 2022/34\)](#), art. 1(1), **Sch. para. 7(5)(b)** (with art. 5)

Commencement Information

- I2** S. 12 in force at 1.10.2008 by [S.I. 2008/2550](#), art. 2, **Sch.**

13 **Investigation of complaints relating to disconnection of gas or electricity** E+W +S

(1) This section applies to—

- (a) a complaint by a gas consumer against a gas transporter, in respect of the disconnection of, or a threat to disconnect, the consumer's premises by the gas transporter;
- (b) a complaint by a gas consumer against a gas transporter, following such a disconnection, in respect of a refusal by the gas transporter to reconnect the premises;
- (c) a complaint by a gas consumer against a gas supplier, in respect of the cutting off of, or a threat to cut off, a supply of gas to the consumer's premises by the gas supplier;
- (d) a complaint by a gas consumer against a gas supplier, following such a cutting off, in respect of a refusal by the gas supplier to restore the supply to the premises;
- (e) a complaint by a gas consumer against a gas supplier, in respect of the failure of a prepayment system;

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- (f) a complaint by an electricity consumer against an electricity supplier, an electricity distributor or a transmission licence holder, in respect of the disconnection of, or a threat to disconnect, the consumer's premises by the electricity supplier, electricity distributor or licence holder;
 - (g) a complaint by an electricity consumer against an electricity supplier, electricity distributor or transmission licence holder, following such a disconnection by the supplier, distributor or licence holder, in respect of a refusal by the supplier, distributor or licence holder to reconnect the premises;
 - (h) a complaint by an electricity consumer against an electricity supplier, in respect of the failure of a prepayment system.
- (2) Where a complaint to which this section applies is referred to^[F14]a consumer advocacy body] by or on behalf of the complainant, ^[F15]that consumer advocacy body] must investigate the complaint for the purpose of determining whether it is appropriate to take any action under subsection (3).
- (3) Where it appears to ^[F16]a consumer advocacy body] to be appropriate to do so with a view to assisting in reaching a satisfactory resolution of a complaint referred to it under this section, ^[F17]that consumer advocacy body] must—
- (a) provide advice to the complainant, or
 - (b) make representations on behalf of the complainant to the person against whom the complaint is made about anything to which the complaint relates.
- (4) ^[F18]A consumer advocacy body] may refuse to investigate a complaint, or part of a complaint, if—
- (a) the complaint or part appears to ^[F19]the consumer advocacy body] to be frivolous or vexatious;
 - (b) the complaint or part falls within a class of matter which a regulatory body is under a duty (whether imposed by or under an enactment or otherwise) to investigate;
 - (c) the complaint or part is being dealt with, or ^[F20]the consumer advocacy body] is satisfied that it would be better dealt with, under an ombudsman scheme or any other redress scheme or in legal proceedings;
 - (d) ^[F21]the consumer advocacy body] considers that there has been undue delay in the making of the complaint or part, or the provision of evidence to support it;
 - (e) ^[F22]the consumer advocacy body] considers that there are other compelling reasons why it is inappropriate for the complaint or part to be investigated by ^[F22]the consumer advocacy body].
- (5) ^[F23]A consumer advocacy body] may refuse to investigate a complaint until the complainant has taken such steps as appear to ^[F24]the consumer advocacy body] to be reasonable for the purpose of giving the person against whom the complaint is made a reasonable opportunity to deal with it.
- ^[F25](5A) Where a complaint is referred to a consumer advocacy body, that body may agree with another consumer advocacy body that the complaint is to be treated as having been referred to that other body.]
- ^[F26](5B) If ^[F27]two consumer advocacy bodies] so agree in a particular case, subsections (2) to (5) and section 14(2) to (4) are to have effect accordingly.]
- (6) In subsection (1)—

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- (a) in paragraphs (a) and (b) “ disconnection ” in relation to any premises, means disconnection from a main of a gas transporter or the discontinuation of the conveyance of gas to the premises;
- (b) in paragraphs (b), (d) and (g), the references to a gas consumer or electricity consumer are references to a person who was such a consumer at the time the disconnection of, or cutting off of the supply to, the premises occurred;
- (c) in paragraphs (e) and (h), references to the failure of a prepayment system are references to—
 - (i) a failure in the facilities for payment for the supply of gas or electricity which results in a consumer with a prepayment meter being unable to make a payment for the supply of gas or electricity, or
 - (ii) where a payment has been made for the supply of gas or electricity through a prepayment meter, a case where the supply is not given through the prepayment meter because of a defect in the meter or in the facilities for payment.

[^{F28}(6A) In this section, a reference to a consumer advocacy body does not include a reference to the GCCNI .]

(7) In this section—

“ electricity consumer ” means an individual who is a consumer in relation to electricity supplied by an authorised supplier;

“ enactment ” means—

- (a) an Act of Parliament,
- (b) an Act of the Scottish Parliament, or
- (c) a Measure or Act of the National Assembly for Wales,

whenever passed or made;

“ gas consumer ” means an individual who is a consumer in relation to gas supplied by an authorised supplier;

“the consumer's premises”—

- (a) in relation to an electricity consumer, means the premises to which the electricity supplied to the consumer by the authorised supplier is supplied;
- (b) in relation to a gas consumer, means the premises to which the gas supplied to the consumer is conveyed by the gas transporter;

“ redress scheme ” means a scheme under which complaints may be made to, and investigated and determined by, an independent person.

Textual Amendments

- F14** Words in s. 13(2) substituted (1.4.2014) by [The Public Bodies \(Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc\) Order 2014 \(S.I. 2014/631\)](#), art. 1(3), **Sch. 1 para. 12(17)(a)(i)** (with Sch. 1 para. 28, Sch. 2 paras. 13-15)
- F15** Words in s. 13(2) substituted (1.4.2014) by [The Public Bodies \(Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc\) Order 2014 \(S.I. 2014/631\)](#), art. 1(3), **Sch. 1 para. 12(17)(a)(ii)** (with Sch. 1 para. 28, Sch. 2 paras. 13-15)
- F16** Words in s. 13(3) substituted (1.4.2014) by [The Public Bodies \(Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc\) Order 2014 \(S.I. 2014/631\)](#), art. 1(3), **Sch. 1 para. 12(17)(b)(i)** (with Sch. 1 para. 28, Sch. 2 paras. 13-15)

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- F17** Words in s. 13(3) substituted (1.4.2014) by The Public Bodies (Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc) Order 2014 (S.I. 2014/631), art. 1(3), **Sch. 1 para. 12(17)(b)(ii)** (with Sch. 1 para. 28, Sch. 2 paras. 13-15)
- F18** Words in s. 13(4) substituted (1.4.2014) by The Public Bodies (Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc) Order 2014 (S.I. 2014/631), art. 1(3), **Sch. 1 para. 12(17)(c)(i)** (with Sch. 1 para. 28, Sch. 2 paras. 13-15)
- F19** Words in s. 13(4)(a) substituted (1.4.2014) by The Public Bodies (Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc) Order 2014 (S.I. 2014/631), art. 1(3), **Sch. 1 para. 12(17)(c)(ii)** (with Sch. 1 para. 28, Sch. 2 paras. 13-15)
- F20** Words in s. 13(4)(c) substituted (1.4.2014) by The Public Bodies (Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc) Order 2014 (S.I. 2014/631), art. 1(3), **Sch. 1 para. 12(17)(c)(iii)** (with Sch. 1 para. 28, Sch. 2 paras. 13-15)
- F21** Words in s. 13(4)(d) substituted (1.4.2014) by The Public Bodies (Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc) Order 2014 (S.I. 2014/631), art. 1(3), **Sch. 1 para. 12(17)(c)(iv)** (with Sch. 1 para. 28, Sch. 2 paras. 13-15)
- F22** Words in s. 13(4)(e) substituted (1.4.2014) by The Public Bodies (Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc) Order 2014 (S.I. 2014/631), art. 1(3), **Sch. 1 para. 12(17)(c)(v)** (with Sch. 1 para. 28, Sch. 2 paras. 13-15)
- F23** Words in s. 13(5) substituted (1.4.2014) by The Public Bodies (Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc) Order 2014 (S.I. 2014/631), art. 1(3), **Sch. 1 para. 12(17)(d)(i)** (with Sch. 1 para. 28, Sch. 2 paras. 13-15)
- F24** Words in s. 13(5) substituted (1.4.2014) by The Public Bodies (Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc) Order 2014 (S.I. 2014/631), art. 1(3), **Sch. 1 para. 12(17)(d)(ii)** (with Sch. 1 para. 28, Sch. 2 paras. 13-15)
- F25** S. 13(5A) substituted (13.1.2022) by The Consumer Scotland Act 2020 (Consequential Provisions and Modifications) Order 2022 (S.I. 2022/34), art. 1(1), **Sch. para. 7(6)(a)** (with art. 5)
- F26** S. 13(5A)(5B) inserted (1.4.2014) by The Public Bodies (Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc) Order 2014 (S.I. 2014/631), art. 1(3), **Sch. 1 para. 12(17)(e)** (with Sch. 1 para. 28, Sch. 2 paras. 13-15)
- F27** Words in s. 13(5B) substituted (13.1.2022) by The Consumer Scotland Act 2020 (Consequential Provisions and Modifications) Order 2022 (S.I. 2022/34), art. 1(1), **Sch. para. 7(6)(b)** (with art. 5)
- F28** S. 13(6A) inserted (1.4.2014) by The Public Bodies (Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc) Order 2014 (S.I. 2014/631), art. 1(3), **Sch. 1 para. 12(17)(f)** (with Sch. 1 para. 28, Sch. 2 paras. 13-15)

Commencement Information

- I3** S. 13 in force at 1.10.2008 by S.I. 2008/2550 , art. 2 , **Sch.**

14 Reference of matters to the Gas and Electricity Markets Authority **E+W+S**

- (1) In this section references to a complaint are to a complaint within section 11(1)(a) or to which section 12(3) or 13 applies.
- (2) Where it appears to [^{F29}the consumer advocacy body in question] that a complaint relates to a matter in respect of which any of the Authority's enforcement functions may be exercisable, [^{F30}that body] must refer the complaint to the Authority unless it is satisfied that the Authority is already aware of the matter.
- (3) Where a complaint to which section 13 applies is referred to the Authority under subsection (2), [^{F31}the consumer advocacy body in question] is not required to investigate the complaint under subsection (2) of that section until the Authority has had a reasonable opportunity to exercise its enforcement functions in relation to the matter to which the complaint relates.

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(4) On investigating a complaint, [^{F32}the consumer advocacy body in question] must inform the complainant if it considers that the complaint relates to a matter of a kind which can be referred by the complainant to the Authority under any provision of the Gas Act 1986 (c. 44) or the Electricity Act 1989 (c. 29).

[^{F33}(4A) In this section, a reference to a consumer advocacy body does not include a reference to the GCCNI.]

(5) In this section—

“ the Authority ” means the Gas and Electricity Markets Authority;

“ enforcement function ”, in relation to the Authority, means any of its functions under section 28 or 30A of the Gas Act 1986 or section 25 or 27A of the Electricity Act 1989.

Textual Amendments

F29 Words in s. 14(2) substituted (1.4.2014) by The Public Bodies (Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc) Order 2014 (S.I. 2014/631), art. 1(3), **Sch. 1 para. 12(18)(a)(i)** (with Sch. 1 para. 28, Sch. 2 paras. 13-15)

F30 Words in s. 14(2) substituted (1.4.2014) by The Public Bodies (Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc) Order 2014 (S.I. 2014/631), art. 1(3), **Sch. 1 para. 12(18)(a)(ii)** (with Sch. 1 para. 28, Sch. 2 paras. 13-15)

F31 Words in s. 14(3) substituted (1.4.2014) by The Public Bodies (Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc) Order 2014 (S.I. 2014/631), art. 1(3), **Sch. 1 para. 12(18)(b)** (with Sch. 1 para. 28, Sch. 2 paras. 13-15)

F32 Words in s. 14(4) substituted (1.4.2014) by The Public Bodies (Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc) Order 2014 (S.I. 2014/631), art. 1(3), **Sch. 1 para. 12(18)(c)** (with Sch. 1 para. 28, Sch. 2 paras. 13-15)

F33 S. 14(4A) inserted (1.4.2014) by The Public Bodies (Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc) Order 2014 (S.I. 2014/631), art. 1(3), **Sch. 1 para. 12(18)(d)** (with Sch. 1 para. 28, Sch. 2 paras. 13-15)

Commencement Information

I4 S. 14 in force at 1.10.2008 by S.I. 2008/2550 , art. 2 , **Sch.**

15 [^{F34} Reference of postal matters to OFCOM] **U.K.**

(1) [^{F35} A consumer advocacy body] must refer [^{F36} any complaint within section 11(1)(a), or to which section 12(3) applies, to [^{F36} the Office of Communications (“OFCOM”)] if [^{F37} that consumer advocacy body] considers that—

- (a) the subject matter of the complaint indicates that [^{F38} a regulatory condition imposed under Part 3 of the Postal Services Act 2011] has been contravened,
- (b) the subject matter of the complaint is a referable matter, or
- (c) it is appropriate to do so.

(2) [^{F39} The consumer advocacy bodies] and [^{F40} OFCOM] must, from time to time, agree the descriptions of matters which are to be referred to [^{F40} OFCOM] and, for the purposes of subsection (1)(b), a matter is a “referable matter” if it is of a description for the time being so agreed.

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Textual Amendments

- F34** S. 15 heading substituted (1.10.2011) by [Postal Services Act 2011 \(c. 5\)](#), s. 93(2)(3), **Sch. 12 para. 177(2)**; [S.I. 2011/2329](#), art. 3
- F35** Words in s. 15(1) substituted (1.4.2014) by [The Public Bodies \(Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc\) Order 2014 \(S.I. 2014/631\)](#), art. 1(3), **Sch. 1 para. 12(19)(a)(i)** (with Sch. 1 para. 28, Sch. 2 paras. 13-15)
- F36** Words in s. 15(1) substituted (1.10.2011) by [Postal Services Act 2011 \(c. 5\)](#), s. 93(2)(3), **Sch. 12 para. 177(3)(a)**; [S.I. 2011/2329](#), art. 3
- F37** Words in s. 15(1) substituted (1.4.2014) by [The Public Bodies \(Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc\) Order 2014 \(S.I. 2014/631\)](#), art. 1(3), **Sch. 1 para. 12(19)(a)(ii)** (with Sch. 1 para. 28, Sch. 2 paras. 13-15)
- F38** Words in s. 15(1)(a) substituted (1.10.2011) by [Postal Services Act 2011 \(c. 5\)](#), s. 93(2)(3), **Sch. 12 para. 177(3)(b)**; [S.I. 2011/2329](#), art. 3
- F39** Words in s. 15(2) substituted (1.4.2014) by [The Public Bodies \(Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc\) Order 2014 \(S.I. 2014/631\)](#), art. 1(3), **Sch. 1 para. 12(19)(b)** (with Sch. 1 para. 28, Sch. 2 paras. 13-15)
- F40** Word in s. 15(2) substituted (1.10.2011) by [Postal Services Act 2011 \(c. 5\)](#), s. 93(2)(3), **Sch. 12 para. 177(4)**; [S.I. 2011/2329](#), art. 3

Commencement Information

- I5** S. 15 in force at 1.10.2008 by [S.I. 2008/2550](#), art. 2, **Sch.**

16 Investigations relating to public post offices **U.K.**

- [^{F41}(1) Without prejudice to the generality of section 11—
- (a) Citizens Advice^[F42], Citizens Advice Scotland and Consumer Scotland] may investigate any matter relating to the number and location of public post offices in England, Wales and Scotland;
 - (b) the GCCNI may investigate any matter relating to the number and location of public post offices in Northern Ireland.]
- (2) In this section “public post office” has the same meaning as in the [Postal Services Act 2000 \(c. 26\)](#) (see [^{F43}section 125(1)] of that Act).

Textual Amendments

- F41** S. 16(1) substituted (1.4.2014) by [The Public Bodies \(Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc\) Order 2014 \(S.I. 2014/631\)](#), art. 1(3), **Sch. 1 para. 12(20)** (with Sch. 1 para. 28, Sch. 2 paras. 13-15)
- F42** Words in s. 16(1)(a) substituted (13.1.2022) by [The Consumer Scotland Act 2020 \(Consequential Provisions and Modifications\) Order 2022 \(S.I. 2022/34\)](#), art. 1(1), **Sch. para. 7(7)** (with art. 5)
- F43** Words in s. 16(2) substituted (1.10.2011) by [Postal Services Act 2011 \(c. 5\)](#), s. 93(2)(3), **Sch. 12 para. 178**; [S.I. 2011/2329](#), art. 3

Commencement Information

- I6** S. 16 in force at 1.10.2008 by [S.I. 2008/2550](#), art. 2, **Sch.**

Changes to legislation:

Consumers, Estate Agents and Redress Act 2007, Cross Heading: Powers of investigation is up to date with all changes known to be in force on or before 23 April 2024. There are changes that may be brought into force at a future date. Changes that have been made appear in the content and are referenced with annotations.

[View outstanding changes](#)

Changes and effects yet to be applied to the whole Act associated Parts and Chapters:

Whole provisions yet to be inserted into this Act (including any effects on those provisions):

- s. 42(4)(c) words substituted by [2023 c. 52 Sch. 17 para. 16\(a\)](#)
- s. 42(4)(c) words substituted by [2023 c. 52 Sch. 17 para. 16\(b\)](#)