



Consumers, Estate Agents and Redress Act 2007

2007 CHAPTER 17

PART 1

THE NATIONAL CONSUMER COUNCIL

Powers of investigation

11 General powers of investigation

- (1) The Council may investigate—
 - (a) a complaint made by or on behalf of a consumer which appears to the Council to raise one or more issues of general relevance;
 - (b) any matter which appears to the Council to be, or to be related to, a problem which affects or may affect consumers generally or consumers of a particular description.
- (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.