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*Status: This version of this provision is prospective.*

**Changes to legislation:** There are outstanding changes not yet made by the legislation.gov.uk editorial team to The Consumer Protection (Distance Selling) Regulations 2000. Any changes that have already been made by the team appear in the content and are referenced with annotations. (See end of Document for details) [View outstanding changes](#)

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## STATUTORY INSTRUMENTS

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# 2000 No. 2334

## The Consumer Protection (Distance Selling) Regulations 2000

PROSPECTIVE

### Consideration of complaints

**26.—(1)** It shall be the duty of an enforcement authority to consider any complaint made to it about a breach unless—

- (a) the complaint appears to the authority to be frivolous or vexatious; or
- (b) another enforcement authority has notified the Director that it agrees to consider the complaint.

(2) If an enforcement authority notifies the Director that it agrees to consider a complaint made to another enforcement authority, the first mentioned authority shall be under a duty to consider the complaint.

(3) An enforcement authority which is under a duty to consider a complaint shall give reasons for its decision to apply or not to apply, as the case may be, for an injunction under regulation 27.

(4) In deciding whether or not to apply for an injunction in respect of a breach an enforcement authority may, if it considers it appropriate to do so, have regard to any undertaking given to it or another enforcement authority by or on behalf of any person as to compliance with these Regulations.

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### Commencement Information

**11** Reg. 26 in force at 31.10.2000, see [reg. 1\(1\)](#)

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**Changes and effects yet to be applied to :**

- Regulations excluded by [S.I. 2013/3134 reg. 2\(a\)](#)
- reg. 26 coming into force by [S.I. 2000/2334 reg. 1\(1\)](#)
- reg. 26(1)(a) word omitted by [S.I. 2013/783 art. 11\(3\)\(a\)](#)
- reg. 26(1)(b) word substituted by [S.I. 2014/549 Sch. 1 para. 28\(3\)\(a\)](#)
- reg. 26(2) word substituted by [S.I. 2014/549 Sch. 1 para. 28\(3\)\(a\)](#)

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

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

- reg. 6(4)(5) inserted by [S.I. 2004/2095 reg. 25\(4\)](#)
- reg. 26(1)(c) and word inserted by [S.I. 2013/783 art. 11\(3\)\(b\)](#)
- reg. 26(1)(c) word substituted by [S.I. 2014/549 Sch. 1 para. 28\(3\)\(b\)](#)
- reg. 26A inserted by [S.I. 2013/783 art. 11\(4\)](#)
- reg. 26A word substituted by [S.I. 2014/549 Sch. 1 para. 28\(4\)](#)
- reg. 26A heading word substituted by [S.I. 2014/549 Sch. 1 para. 28\(4\)](#)