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STATUTORY INSTRUMENTS

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**2006 No. 3322**

**The Compensation (Claims Management Services) Regulations 2006**

**PART 7**

**COMPLAINTS**

**Directions of the Regulator about complaints handling and related matters**

- 29.**—(1) This regulation has effect in relation to a case where the Regulator is satisfied that—
- (a) a complaint against an authorised person is well-founded; or
  - (b) the authorised person should alter its claims management procedures.
- (2) The Regulator may give the authorised person a direction about the further handling of the complaint.
- (3) The Regulator may also give the authorised person a direction about the future handling of complaints, or about any other aspect of the authorised person’s business that relates to the provision of claims management services.
- (4) Before giving a direction under paragraph (2) or (3), the Regulator—
- (a) must notify the authorised person of any direction that the Regulator proposes to give, and the reasons for giving it;
  - (b) must give the authorised person a reasonable opportunity to make submissions in relation to the proposed direction; and
  - (c) must take any such submission into account in deciding whether to give the direction.