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STATUTORY INSTRUMENTS

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**2008 No. 1898**

**ELECTRICITY  
GAS**

**The Gas and Electricity (Consumer Complaints  
Handling Standards) Regulations 2008**

*Made - - - - 16th July 2008*

*Coming into force 1st October 2008*

**THE GAS AND ELECTRICITY (CONSUMER COMPLAINTS  
HANDLING STANDARDS) REGULATIONS 2008**

PART 1

General

1. Citation, commencement and extent
2. Interpretation

PART II

Standards for handling consumer complaints

3. Regulated providers' complaints handling procedure
4. Recording complaints upon receipt
5. Recording handling of complaints
6. Signposting consumers to the redress scheme if complaints cannot be resolved
7. Allocation and maintenance of adequate resources for complaints handling
8. Section 12 and 13 complaints
9. Referral of consumers from the consumer advice scheme

PART III

Supply of information to consumers

10. Information to be provided to consumers
  11. Publication of information on complaints
- Signature  
Explanatory Note

**Changes to legislation:**

There are currently no known outstanding effects for the The Gas and Electricity (Consumer Complaints Handling Standards) Regulations 2008.