
STATUTORY INSTRUMENTS

2008 No. 1898

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

PART III

Supply of information to consumers

Information to be provided to consumers

10.—(1) Each regulated provider must ensure that its complaints handling procedure appears at a clear and prominent location on its website.

(2) Where a consumer complaint has not become a resolved complaint by the end of the first working day after the day the consumer complaint was first received by a regulated provider, the regulated provider must as soon as reasonably practicable (unless it has already done so in respect of the relevant consumer complaint):

- (a) direct the complainant to the complaints handling procedure on its website; and
- (b) offer to provide a copy of the complaints handling procedure to the complainant free of charge.

(3) Each regulated provider [^{F1}who holds a licence under section 7A(1) of the Gas Act 1986 or section 6(1)(d) of the Electricity Act 1989 or both] must, at least once in every twelve-month period, inform all of its domestic consumers (or arrange for all of its domestic consumers to be informed) of the existence of its complaints handling procedure and how a relevant consumer may obtain a copy of it.

(4) A regulated provider must provide a copy of its complaints handling procedure, free of charge, to any person who requests a copy.

F1 Words in [reg. 10\(3\)](#) inserted (14.4.2017) by [The Gas and Electricity \(Consumer Complaints Handling Standards\) \(Amendment\) Regulations 2017 \(S.I. 2017/428\)](#), regs. 1, 2

Changes to legislation:

There are currently no known outstanding effects for the The Gas and Electricity (Consumer Complaints Handling Standards) Regulations 2008, Section 10.