
STATUTORY INSTRUMENTS

2008 No. 1898

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

PART III

Supply of information to consumers

Publication of information on complaints

11.—(1) Regulated providers who hold a licence under section 7A(1) of the Gas Act 1986 or a licence under section 6(1)(d) of the Electricity Act 1989 or both, must:

- (a) publish annually a consumer complaints report at a prominent location on their website; and
- (b) provide a copy of their consumer complaints report, free of charge, to any person who requests a copy.

(2) A consumer complaints report is a report in relation to the twelve-month period ending with the month immediately preceding the month in which the report is published which contains the following information:

- (a) the number of consumer complaints which the regulated provider received from domestic consumers during that period which had not become resolved complaints by the end of the first working day after the day the consumer complaint was first received by the regulated provider;
- (b) that the regulated provider has a complaints handling procedure;
- (c) how a copy of that procedure may be obtained;
- (d) the existence of these Regulations; and
- (e) how and from where a copy (including a hard copy) of these Regulations may be obtained.

Changes to legislation:

There are currently no known outstanding effects for the The Gas and Electricity (Consumer Complaints Handling Standards) Regulations 2008, Section 11.