
STATUTORY INSTRUMENTS

2008 No. 1898

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

PART II

Standards for handling consumer complaints

Referral of consumers from [^{F1}the consumer advice scheme]

9.—(1) Each regulated provider must, after discussion with [^{F2}the consumer advocacy bodies], put in place appropriate arrangements to deal effectively with referrals to it from [^{F3}the consumer advocacy bodies] of consumer complaints and, if appropriate, complainants.

(2) The arrangements required by paragraph (1) must set out a process by which [^{F4}the consumer advocacy bodies] may make such referrals to the regulated provider.

Textual Amendments

- F1** Words in reg. 9 heading substituted (1.4.2014) by The Public Bodies (Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc) Order 2014 (S.I. 2014/631), art. 1(3), **Sch. 1 para. 23(4)(a)** (with Sch. 1 para. 28, Sch. 2 paras. 13-15)
- F2** Words in reg. 9(1) substituted (1.4.2014) by The Public Bodies (Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc) Order 2014 (S.I. 2014/631), art. 1(3), **Sch. 1 para. 23(4)(b)(i)** (with Sch. 1 para. 28, Sch. 2 paras. 13-15)
- F3** Words in reg. 9(1) substituted (1.4.2014) by The Public Bodies (Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc) Order 2014 (S.I. 2014/631), art. 1(3), **Sch. 1 para. 23(4)(b)(ii)** (with Sch. 1 para. 28, Sch. 2 paras. 13-15)
- F4** Words in reg. 9(2) substituted (1.4.2014) by The Public Bodies (Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc) Order 2014 (S.I. 2014/631), art. 1(3), **Sch. 1 para. 23(4)(c)** (with Sch. 1 para. 28, Sch. 2 paras. 13-15)

Changes to legislation:

There are currently no known outstanding effects for the The Gas and Electricity (Consumer Complaints Handling Standards) Regulations 2008, Section 9.